



Hardware Technician (Product & Production Support)

Release Date: June 24, 2026

Position

- Senior Hardware Technician (Product & Production Support)
- Hardware Engineering
- Reports To: VP Hardware Engineering
- FLSA Status: Exempt
- Term: Full-Time
- Compensation: \$70,000 - \$85,000 per year
- Telecommuting: In the office (occasional hybrid schedule available)

Position Summary

We are seeking an experienced Hardware Technician with 3+ years of hands-on experience supporting the development, production, testing, and sustainment of complex electronic products. This position plays a critical role in bridging Engineering and Manufacturing by providing product support throughout the product lifecycle, including prototype development, production troubleshooting, RMA analysis, burn-in testing, and customer support activities.

The ideal candidate possesses strong electronic troubleshooting skills, can independently debug complex circuit board assemblies to the component level, and demonstrates leadership, ownership, and initiative in driving technical issues to resolution. This individual will work closely with Hardware, Firmware, Software, Manufacturing, and Quality teams to ensure product reliability and production efficiency.

The successful candidate must be comfortable working with emerging technologies, developing test solutions, supporting agency compliance testing, and creating detailed manufacturing and programming documentation.



444 Kelley Drive, West Berlin, NJ 08091-9210, USA



+1 (856) 767-7676



www.Sunhillo.com



Essential Duties and Responsibilities

Product Development & Engineering Support

- Support Hardware Engineering during prototype development, product validation, and product release activities.
- Assemble, modify, and test prototype and production circuit board assemblies.
- Assist engineers in evaluating new technologies, components, and product designs.
- Design, build, and maintain engineering test beds and product burn-in systems.
- Perform hardware verification testing and document results.
- Support engineering investigations involving field failures, product reliability, and design improvements.

Product & Production Support

- Provide day-to-day production support for manufacturing and contract manufacturing partners.
- Troubleshoot and resolve production-related hardware issues.
- Develop and maintain production test procedures and work instructions.
- Support product configuration, programming, calibration, and final acceptance testing.
- Participate in Engineering Change Order (ECO) implementation and change management processes.
- Verify product modifications and ensure manufacturing documentation remains current.

Hardware Debug & Failure Analysis

- Perform detailed troubleshooting and root-cause analysis of electronic assemblies to the component level.
- Utilize oscilloscopes, logic analyzers, digital multimeters, protocol analyzers, power analyzers, and related diagnostic equipment.
- Analyze analog, digital, power supply, RF, and embedded system failures.
- Support corrective and preventive action activities.
- Document findings and provide recommendations for design and process improvements.

RMA & Field Support

- Perform Return Material Authorization (RMA) investigations and failure analysis.
- Generate detailed failure reports identifying root cause and corrective actions.
- Support customer technical issues and field troubleshooting activities.
- Provide technical recommendations to improve product reliability and customer satisfaction.
- Interface with customers, manufacturing partners, and suppliers regarding technical issues.



Embedded Systems & Diagnostic Support

- Utilize JTAG and boundary scan diagnostic tools for board-level testing and troubleshooting.
- Support firmware loading, device programming, FPGA configuration, and software installation activities.
- Verify embedded hardware operation during product validation and production testing.
- Assist with system-level integration and troubleshooting.

Test System Development

- Design, assemble, and maintain product burn-in systems and automated test platforms.
- Develop test fixtures, cable assemblies, and specialized hardware required for manufacturing and validation testing.
- Support environmental, reliability, and life-cycle testing activities.

Documentation & Technical Writing

- Create and maintain detailed assembly instructions, programming procedures, and manufacturing work instructions.
- Develop test procedures, troubleshooting guides, and service documentation.
- Maintain documentation in accordance with engineering and quality system requirements.

Compliance & Agency Testing Support

- Support EMC, EMI, Safety, and Environmental compliance testing activities.
- Assist with product certification efforts and regulatory agency submissions.
- Participate in test preparation, execution, and issue resolution during compliance testing.
- Work with external test laboratories to support product qualification programs.



Required Qualifications

Education

- Associate's Degree in Electronics Technology, Electrical Engineering Technology, or related technical field preferred.
- Minimum 3 years of hands-on experience supporting electronic hardware products in a development and/or manufacturing environment.

Technical Skills

- Strong electronic troubleshooting skills with the ability to diagnose circuit board assemblies to the component level.
- Experience with JTAG, boundary scan, or other embedded diagnostic tools.
 - Ability to read and interpret schematics, Wiring Diagrams, and Technical Drawings
- Strong written and verbal communication skills.

Travel Requirements

- Occasional travel to customer sites, contract manufacturers, suppliers, and compliance testing facilities as required.

Contact

To submit your resume or for further information e-mail employment@sunhillo.com.
Alternatively, you may mail your resume to the following address. Remember to identify the position you are applying for.

Human Resources
Sunhillo Corporation
444 Kelley Drive
West Berlin, NJ 08091-9210