



Engineering

Position Title: Quality Process Engineer
Department: Executive
Reports To: President/CEO
Location: Boise, ID
Status: Full Time
Posted: January 27, 2010

General Summary:

Syringa Networks is an Idaho based company, built to deliver world class communication solutions. Syringa Networks has grown to become Idaho's leading fiber optic network providing advanced communication services throughout the state. Through continued reinvestment in infrastructure and technology, Syringa Networks has remained at the forefront of service delivery with backbone capacity in excess of 400GB. The Quality Process Engineer is responsible for the design and implementation of policies and procedures to ensure quality standards are met. This position will work with current procedures, data analysis of current procedures, develop and document process improvement to ensure compliance.

Essential Job Functions:

- Serve as the primary quality assurance resource to the organization for problem identification, resolution, loss reporting and continuous improvement.
- Design and implement methods for process control, process improvement, testing and inspection.
- Provide feedback for continuous process improvement.
- Develop and document quality assurance department processes.
- Create and maintain company quality documentation, such as quality manuals, quality procedures, reports, etc.
- Ensure timely resolution of failure, corrective and preventative actions.
- Develop and implement Quality Management System, advanced quality planning teams, and ongoing process monitoring to prevent failures and deficiencies in products and processes.
- Field customer concerns and lead corrective action teams as necessary to insure that nonconforming conditions do not recur.
- Continual Service Improvement using methodology such as Lean Six Sigma.
- Must improve processes resulting in the reduction of downtime, cost reduction, elimination of rework, etc.
- May compile, write and deliver training material on quality standards and activities.

Knowledge, Skills, and Abilities:

- Excellent written, verbal, and interpersonal skills.
- Proven ability to communicate across various levels of the organization and effectively lead teams.
- Excellent multi-tasking, time management, and organizational skills.
- Good project management, negotiation, and problem solving skills.
- Strong team player with ability to work effectively on cross-functional teams.
- Strong computer skills including QA applications, word processing, spreadsheets and databases.

Required Knowledge of Electronic Software Applications:

- Desktop applications: Microsoft Word for word processing
- Spreadsheets: Excel
- Database: Access
- Operating Systems: Windows 7, Window XP and Windows 2000
- Email: Outlook

Education and Experience:

- Bachelor's Degree in an Engineering Discipline (i.e. Industrial Engineering or Electrical Engineering).
- 5+ years related Quality engineering experience.
- Six Sigma Certification or Certified Quality Engineer preferred.
- Working knowledge of the Telecommunications industry preferred.

Working Conditions:

Work is normally performed in an office setting.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Interpersonal/Accountability Working Conditions:

- Dependability, accuracy, and honest to your customer, vendors, and co-workers.
- Accountability; strong business ethics, and dependability to your employer and direct supervisor.
- Willingness to adapt to the telecommunication industry.
- Responsible for maintaining the security of company information.

This job description is no way states or implies that these are the only duties to be performed by the employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor. In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others and which impose undue hardships on the organization. Furthermore, job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.