



Lab Manager

Job Description

Lab Manager

FLSA: Exempt – Full Time
Department: Measurement Services
Direct Supervisor: Director and Associate Director
Date: January 2022
Email Resume to: teri.verhine@mvg-us.com

JOB SUMMARY:

The key function of the Lab Manager is to support MVG's Measurement Services Team and Measurement Services activities, including the following tasks: 1) develop, document, and maintain quality procedures, 2) obtain and maintain lab accreditations, and 3) promote and develop Measurement Services activities, 4) support system Sales activities through on-site visits and customer demonstrations. Additionally, having access to MVG systems puts the Lab Manager in the ideal position to 5) support the Field Service team in troubleshooting customer problems and equipment, and 6) testing and validating alpha and beta SW releases. The position requires frequent interaction with and/or management of other engineers currently engaged in Measurement Services, Quality Management, Field Service, Applications, Software Development, and Technical Support.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performing measurement services in the MVG US laboratory for external customers, internal investigations, as well as demonstrations for potential future customers (either Measurement Services or system Sales).
2. Developing and maintaining Quality Management requirements as required for certifications (proficiency testing, measurements required for uncertainty analysis, procedures, uncertainty budgets, etc.),
3. Managing Measurement Services day to day activities and staff in the MVG US laboratory, including scheduling and prioritizing Measurement Services activities.
4. The measurement services may be performed on the EME Guard's calibration station, the Starlab, or the SG64 system, and thus proficiency on all these systems is expected to be developed.
5. Reviewing any measurement data obtained for overall integrity, ensuring QA, and preparing any necessary reports or documentation for customers.
6. Performing diagnostics and troubleshooting on MVG's Measurement Services Facilities when necessary, including timely identification and remedy of any issues inhibiting the measurement accuracy or overall quality.
7. Documentation of the above activities by compiling notes and records of activities and problems encountered, and reporting these on the log book (special setups, issues encountered, and remedies employed to address those issues, etc.).
8. Managing the procurement, contractual reporting, invoicing, customer follow-through (including any payment issues), and overall management of projects related to Measurement Services.
9. Aiding the Field Service team in troubleshooting customer problems encountered on-site with their equipment and/or software.
10. Validation and Alpha testing of SW algorithms developed by MVG for our customer base. Feedback will be provided to the SW development team in order to improve the product and provide the best customer experience possible.
11. Assessment of various instrumentation (either developed in-house or commercially available through 3rd party vendors) used in conjunction with our Antenna Measurement Systems (AMS) product line to support commercial market demands.
12. Performing basic RF repairs on MVG equipment, including reading schematics, troubleshooting, and interacting with parts suppliers.
13. General office duties, as needed.

AUXILIARY DUTIES AS LAB MANAGER:

1. Provide technical support to customers and Field Service staff (both remote, and possibly even on-site interventions on rare occasions). This support includes software installation and de-bugging, hardware validation and troubleshooting, and customer software license management for MVG's SW products.
2. Maintain tool and lab equipment inventories.
3. Ensure Lab organization, preparedness for customer requests & visits, and general lab appearance to secure favorable impressions from customers (which impacts future sales of systems).

SKILLS REQUIRED TO PERFORM THE DUTIES OF THE JOB:

1. Very good to excellent understanding of RF, antennas and antenna measurements.
2. Ability to manage and train Measurement Services team members.
3. Motivation and aptitude to gain in-depth knowledge.
4. Good skills and comfort level with computers and software applications.
5. Knowledge of customer service principles and practices.
6. Willingness to cooperate with others and work to the greater good.
7. Able to work in a team environment, as well as autonomously.
8. Multi-tasking capabilities.
9. Excellent analytical and trouble-shooting skills.
10. Responsible, able to manage time effectively and work efficiently, both with and without direct supervision.
11. Ability to learn the inner workings of company products, systems, software applications, and current operating systems.
12. Should have good computer skills, and a sound knowledge of MS Windows and MS Office.
13. Experience with network analyzers, spectrum analyzers, and wireless communication protocols and test instruments.
14. 5-10 years sales experience in a highly-technical field.

DESIRABLE EXPERIENCE OR SKILLS:

1. Knowledge in Radio Frequency and Antenna fields is a plus. Metrology and/or Antenna Measurement experience highly valued.

EDUCATIONAL AND/OR WORK REQUIREMENTS NEEDED TO PERFORM THE DUTIES OF THE JOB:

1. Bachelor's degree in Electrical Engineering or Physics required (Master's degree preferred).

LIFTING OR OTHER PHYSICAL REQUIREMENTS TO PERFORM THE DUTIES OF THE JOB:

1. Ability to stand for long periods of time.
2. Ability to sit for long periods of time.
3. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

ENVIRONMENTAL CONDITION:

Physical environment is generally safe with minimal health risk. No safety equipment or unusual precautions are required.

***THE COMPANY RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE COMPANY DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT-WILL." QUALIFIED EMPLOYEES WHO, BECAUSE OF A PHYSICAL OR MENTAL IMPAIRMENT THAT SIGNIFICANTLY LIMITS A MAJOR LIFE ACTIVITY, REQUIRE A REASONABLE ACCOMMODATION TO PERFORM THE ESSENTIAL FUNCTIONS OF THIS POSITION SHOULD NOTIFY THEIR MANAGER OR HUMAN RESOURCES. ***

MVG Inc.

450 Franklin Gateway SE Suite 100
Marietta, GA 30067

www.mvg-world.com

