

MANUFACTURING SUPPORT & MAINTENANCE TECHNICIAN

(Full-Time, Maassluis – 2moso B.V.)

COMPANY DESCRIPTION

4iiii Innovations Inc. ("4iiii") is a Canadian sports technology company headquartered in Cochrane, Alberta, Canada. **2moso B.V.** ("**2moso**") is a boutique distributor of cyclist and runner accessories of international brands, including 4iiii, and is based in Maassluis (near Rotterdam), Netherlands. 2moso partners with 4iiii to install 4iiii powermeters on cranks inside its 2moso facility and distributes 4iiii products to various customers.

Together, we seek to build not only the best and most accurate equipment, but to do so at an affordable price so that every athlete can gain the benefits of better training. We have an exciting opportunity for a **permanent full-time Manufacturing Support & Maintenance Technician** to join our team at 2moso.

WHAT WE OFFER

- A permanent full-time position based in Maassluis, Netherlands
- A gross monthly salary between **€3.100 and €4.900**, depending on experience and qualifications
- A comprehensive benefits package including **8% holiday allowance, pension scheme and travel reimbursement**
- A dynamic, informal work environment with room to grow
- The chance to work on high-performance products in the **sports tech** industry
- Frequent travel and international collaboration opportunities

If this sounds like something that excites you, read on!

ROLE SUMMARY

The primary role of Manufacturing Support & Maintenance Technician is to provide technical support to the 2moso facility. This, when directed, will be extended to each OEM and distributor site for the provision, setup and maintenance of all necessary manufacturing processes, equipment, calibration, work instructions and training. The incumbent shall be required to conduct ad hoc and scheduled visits to all EU/UK locations for the purpose of upgrades, expansions, training, problem solving and maintenance to equipment, Software/Firmware (SW/FW), calibration and process. The introduction of new products will be negotiated with the sites and sales teams as well as any additional uplifts or site enhancements deemed necessary. This position works closely with the 4iiii Quality Engineer, Operations and Sales Teams to ensure effective delivery of the manufacturing process. The Manufacturing Support & Maintenance Technician is the technical liaison between 2moso and 4iiii Innovations, and is responsible for ensuring operational downtime is limited, productivity is maximized and the facility remains replenished and current with all instructions, product revisions and standardized best practices.

RESPONSIBILITIES AND DUTIES

- Manufacturing and Operational Support
 - o Training includes a 4-week onboarding and training period at 4iiii in Canada, to receive hands-on experience and become familiar with the products, processes and team
 - o Install and/or upgrade, repair and maintain eligible equipment in the 2moso and other EU/UK in-situ manufacturing facilities
 - o Train staff on the proper operation of manufacturing equipment and processes
 - o Resolve issues and delays in production; escalate to the Quality Engineer when necessary
 - o Become the subject matter expert for auto-calibration equipment, jigs, fixtures and OMP (Optimized Manufacturing Process)
 - o Provide troubleshooting support to EU/UK in-situ sites when problems arise
 - o Ensure that relevant maintenance schedules for all critical-to-function equipment are understood and followed
 - o Become the subject matter expert of 4iiii power meters
 - o Use the relevant problem solving process for emerging non-conformances and in-process quality concerns
 - o Carry out process level audits at multiple sites and compile results and recommendations into a detailed written report

- o Conduct RMA analysis by applying the standard procedure to all warranty items
- o Carry out scheduled and exceptional calibration of critical measuring and monitoring equipment relevant to the manufacturing process
- o Be prepared to deploy to each of the eligible EU/UK in-situ sites to provide technical on-site first response when necessary
- Link Between HQ Alberta Factory (AF) and EU/UK In-Situ Sites
 - o Work with AF to ensure alignment and implementation of standardized best practices at EU/UK sites
 - o Support the Quality Engineer in leading engineering development for all EU/UK OEMs and Distributors that employ in-situ manufacturing
- Communication
 - o Provide regular updates to the Quality Engineer regarding tasks and deliverables, and effectively communicate progress against agreed milestones
 - o Communicate successes, challenges, goals and future improvements to the Director of Operations
 - o Compile and share the results of all RMA analysis and progress against 8D problem solving activities
- Other duties, relevant to the position, shall be assigned as required

QUALIFICATIONS AND SKILLS

- +3 years of hands-on experience working in an electronics manufacturing environment
- Willingness and ability to become an expert in 4iiii's manufacturing processes (training provided)
- Ability to learn and understand all aspects of auto-calibration equipment
- Experience in applying maintenance schedules for equipment, calibration requirements and frequency, and ensuring production equipment remains in a fit for purpose condition and specification
- Upholds a strong commitment to quality, health and safety standards, and environmental regulations
- Diploma in Manufacturing, Electronics or Mechanical Engineering is preferred
- Strong technical and mechanical aptitude; very familiar with working on automated and manual equipment
- Ability to read and follow technical documentation
- Experience in communicating effectively with external international customers
- Fluent in English, both spoken and written
- Experience in conducting process level audits at multiple sites and compiling results and recommendations into a detailed written report is essential
- Experience in understanding, training on and implementing Work Instructions is required
- Problem-solving and the ability to follow and record actions in the 8D format
- Teamwork skills
- Inventive and meticulous
- Ability to manage changing priorities
- Skilled at developing and maintaining productive and professional working relationships with coworkers, suppliers and customers alike

WORKING CONDITIONS AND ADDITIONAL DETAILS

- Working full time at the 2moso facility in Maassluis, NL is required
- Frequent EU and international travel; must have valid passport and driving license

If you're inspired by this opportunity, please apply with a cover letter and resume via Indeed or email hr@2moso.com. We thank all applicants for their interest, however, only those selected for an interview will be contacted. Visit www.4iiii.com for more information.