

Job Title: Electronics Repair Manager	Location: Hunmanby, Head Office
Department: Quality	Contract: Permanent
Reports To: Quality, Health & Safety Systems Manager	Direct Reports: Repair Technicians & Engineers

1.0 Job Summary & Role

Deep Sea Electronics is a global leader in the design and manufacture of generator controllers, automatic transfer switch controllers, battery chargers, and vehicle and off-highway control systems. With over 200 employees across four continents, we supply our products to customers in more than 150 countries, both directly from our UK head office and through a well-established international distributor network.

The Electronic Repair Manager leads and manages the repair team, overseeing day-to-day production repair activities and warranty returns.

They will provide direction and technical support, taking the lead in diagnosing and repairing electronic unit failures. With a strong focus on root cause analysis, they drive continuous improvement and contribute to meaningful enhancements in product quality and reliability

2.0 Key Responsibilities & Main Duties

- Conduct in-depth root cause analysis of faults in complex electronic assemblies and systems
- Diagnose faults across hardware, firmware, and customer systems
- Investigate failures in microcontroller-based designs / embedded systems and peripherals
- Utilise test equipment (oscilloscopes, logic analysers, multi-meters, etc.) to isolate issues
- Analyse schematics, PCB layouts, and firmware to identify failure mechanisms. (Cause rather the effect)
- Collaborate with cross-functional teams (software, mechanical, quality, and customer support)
- Reproduce field issues in a controlled lab environment
- Responsible for a team of repair Engineers and Technicians
- Document findings clearly, including failure reports and proposed corrective actions
- Support customers and internal teams with technical investigations as required



3.0 Internal & External Relationships

Internal

- Repair Technicians / Engineers: coordinate scheduling and set work priorities
- Production: provide technical support as required
- Quality: share KPI data and support customer communications
- Warranty Controller: align on warranty and repair priorities
- Sales: assist with customer support when needed
- Engineering: request technical support as required
- Senior Management: deliver weekly KPI reporting

External

- Customers: manage day-to-day communication on returns and customer concerns, in coordination with the Warranty Controller
- Suppliers: handle technical queries and support component failure analysis

4.0 Key Performance Indicators

- Production Repair Activity; analysis and feedback for improvements in products
- Warranty Repair Qty (*In Warranty & Out of Warranty*)
- Repair turnaround times; monitoring & improving department efficiencies
- Repair Backlog; monitoring & improving department efficiencies

5.0 Essential/Desirable Factors

Knowledge	
Essential: <ul style="list-style-type: none"> • PCB design, SMT production processes • Microcontroller-based designs / embedded systems 	Desirable: <ul style="list-style-type: none"> • Safety and Compliance standards (UL / ETL / CE) • EMC
Skills & Attributes	
Essential: <ul style="list-style-type: none"> • Analyse schematics, PCB layouts, and firmware to identify failure mechanisms. (Cause rather the effect) • Excellent communication skills • Excellent organisation skills • Document findings clearly, including failure reports and proposed corrective actions • Ability to work under pressure to tight deadlines • Ability to work on own initiative. • IT Skills (Word / Office / Outlook) 	Desirable: <ul style="list-style-type: none"> • Team working • Report Generation / Statistical analysis of data • Reliability testing



JOB DESCRIPTION & PERSON SPECIFICATION



Experience	
<p>Essential:</p> <ul style="list-style-type: none"> Strong experience with microcontrollers (e.g., mainly ARM, PIC, AVR, or similar platforms) Proven ability in structured root cause analysis methodologies (e.g., 8D, Fishbone, FMEA) Experience debugging embedded systems (hardware + firmware interaction) Ability to interpret circuit schematics and PCB designs Experience with embedded C/C++ or similar programming languages 	<p>Desirable:</p> <ul style="list-style-type: none"> Team lead role Managing Service / Warranty department workload Customer Facing Experience Experience debugging embedded systems (hardware + firmware interaction) Familiarity with communication protocols (I2C, SPI, UART, CAN, etc.)
Qualifications	
<p>Essential:</p>	<p>Desirable:</p> <ul style="list-style-type: none"> Degree in Electronic Engineering or extensive related field experience Previous repair department experience

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