Qualification & Testing Technician

Location: HQ — Vista, California (On Site)
Employment Type: Hourly, Full-Time

About Protectli

Protectli designs, builds, and supports small form factor computers and network appliances trusted by customers worldwide. At our sites, we assemble and ship products with a focus on quality, reliability, and customer satisfaction. The team at headquarters is in charge of the design and testing of our products and provides support to our sites in the US, Canada, and EU. Our team values collaboration, adaptability, and attention to detail in a hands-on environment.

Role Overview

We are seeking a highly detail-oriented **Computer Qualification & Testing Technician** to join the HQ team. In this role you will be responsible for executing and documenting qualification tests (hardware + software) that measure our products' performance, reliability, and compatibility, and to verify that they meet the required standards. You'll work closely with the Product Development and Software & Systems teams to identify issues early and help maintain our product quality and stability.

Key Responsibilities

- Plan, set up, execute, and document hardware qualification tests for devices such as mini-PCs, RAM modules, SSDs, etc.
- Perform software/firmware compatibility, performance, and stress testing (boot-up, OS installation, firmware upgrades, driver compatibility, etc.)
- Maintain and follow detailed test procedures; ensure all steps are reproducible and traceable.
- Log all test results, failures, anomalies; determine root causes when possible.
- Use diagnostic tools, measurement equipment, and test benches to gather data.
- Work with Product Development and Software & Systems teams to reproduce issues, verify fixes, and update test suites accordingly.
- Maintain test hardware, OS images, and software tools, ensuring they are properly versioned.
- Assist with improving and optimizing test processes, tools, and documentation; suggest enhancements.
- Participate in design reviews or new product qualification phases.
- Assist in defining test requirements and criteria with cross-functional teams.
- Ensure test environment safety, integrity, and cleanliness; manage hardware lifecycle (aging, wear-out, etc.).

Requirements

- Very strong attention to detail; ability to follow and write procedural steps precisely.
- Solid understanding of computer hardware: mini-PCs, RAM, SSDs, motherboards, storage, etc.

- Basic computer skills (Google Workspace, MS Office, or similar).
- Experience with software/firmware: OS installation/setup, firmware flashing/upgrading, driver issues.
- Ability to do basic troubleshooting when needed and escalate appropriately.
- Good documentation skills: maintain and update test plans, writing clear reports, logging defects.
- Experience using test & measurement tools (multimeters, chip flashing tools, perhaps oscilloscopes, or other diagnostic tools is a plus).
- Ability to manage multiple test setups simultaneously, maintaining consistency.
- Strong verbal and written communication skills.
- Ability to lift up to 40 lbs. and stand for extended periods.
- Authorized to work in the U.S.
- Availability to work on site in Vista, California Monday through Friday from 8 AM to 5 PM.
- Flexibility to work overtime hours or off-hours as needed with proper compensation.

Preferred Qualities

- Prior experience in hardware qualification, reliability testing, or QA in a similar product domain.
- Familiarity with version control of firmware/software.
- Experience with automated testing and/or scripting.
- Knowledge of standard testing tools for SSDs, RAM, thermal/voltage stress, etc.
- Background in cross-platform OSes (e.g. different Linux distros, Windows) and firmware/BIOS navigation and configurations.
- Interest in IT, networking, or open-source systems.
- Ability to work independently with minimal supervision.

Compensation & Benefits

- Hourly pay commensurate with experience between $20 - $35 per hour
- Opportunities for professional growth: working with multiple teams, exposure to product design, possibly moving into senior test/qualification roles
- Eligible for full-time benefits package upon meeting employment requirements:
    - Paid holidays and vacation
    - Medical, dental, vision, and life insurance
    - 401(k) with company match
- Company perks including:
    - Company-sponsored lunches 3 days per week
    - Education & professional development reimbursement programs
    - Sabbatical program after 5 years of continuous full time employment

Why Join Protectli?

This role is critical in Protectli's mission to deliver reliable, high-quality hardware. Qualification & testing help catch and fix issues before customers see them, reduce returns, ensure firmware and OS compatibility, and build confidence in our products. If you take pride in precision, enjoy figuring out how things break (or could), and want to contribute to both hardware and software sides of product quality, this is the place for you.