

International Imaging Materials, Inc. (IIMAK) is an industry expert and one of the largest North American manufacturers of thermal transfer ribbons, which are used in a wide range of high growth markets including bar coding, thermal fax, color computer graphics, security authentication and digital glass decoration. IIMAK's global operations have nearly 600 employees worldwide, and are headquartered in Amherst, New York. We currently have an opportunity to join IIMAK as a Quality Engineer.

Quality Engineer

GENERAL SUMMARY:

The responsibilities include assisting with the development of quality systems, procedures and controls to ensure that products consistently meet performance and quality specifications. The Quality Engineer is a leader and strong technical resource who will quickly, effectively and permanently resolve quality problems with internal and external customers and suppliers. Additionally this position will provide strong technical support to customers when introducing new products, winning new business and providing technical information to Product Marketing.

PRINCIPAL RESPONSIBILITIES:

- Lead Apps/Tech Service group to manage all customer tech support. Take a leadership role on customer complaints to identify, coordinate and effectively resolve problems in a timely manner. Develop technical product training tools to support customer needs. Support customers in new application and business opportunities testing.
- Develop customer quality metrics to efficiently monitor, track and identify product quality trends, customer satisfaction and critical-to-quality product properties to ensure IIMAK maintains highest quality of products and services.
- Identify opportunities and lead quality initiatives throughout our organization to drive IIMAK towards six sigma quality levels. To include... manufacturing product teams, customer service/support teams, field service improvement teams
- Provide technical information to Product Marketing on changing customer needs, competitive information, marketplace trends and new product development needs.
- Develop partner relationships with key distributors. Become "Key quality" contact and reliable technical resource for customers.
- Evaluate opportunities for Apps/Tech Service group expansion and implement actions/plans as is appropriate to expand impact and value of group.
- Support/lead implementation of quality tools and systems (ie. Six Sigma, ISO) and established practices and standards.
- Train others in support of our quality culture.
- All other duties as assigned by the Director of QA

QUALIFIED CANDIDATES SHOULD POSSESS:

(Qualified candidates must be able to perform the essential functions of the job)

- BS Industrial / Mechanical Engineering, Applied Statistics or equivalent with 5+ years of related manufacturing experience.
- Good working knowledge of Six Sigma (DMAIC) methodology and tools. Black Belt is a plus.
- Understanding of Quality Systems, methods, Statistical Process Control, DOE.
- Demonstrated experience of hands on mechanical/electrical aptitude.
- Strong verbal and written communication skills.
- Ability to work independently, and in a team environment.
- Strong MS Office skills, including Word, Excel and Access.
- Able to interact with all levels inside and outside the organization.
- Demonstrated experience and strong skills in customer service and interaction.
- Excellent problem-solving and analytical skills.

We are positioned to offer an attractive compensation and benefits package to match this exciting opportunity. If interested in joining a dynamic organization with global presence, please mail, fax or email your resume and salary history in confidence to:

Human Resources
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No Phone Calls
EOE – M/F/D/V