

Entry Technician Job Description

Role summary

Entropy is seeking a hands-on Entry Level Technician to support our Technical Director with system assembly, staging, troubleshooting, configuration, prototyping, and customer installations. This role is highly practical: you will help build and verify systems, document repeatable processes, and help ensure smooth deployments in both the lab and field environments.

Key responsibilities

Assembly and build support

- Attention to detail when helping with or given a task related to system assembly, integration, cabling, mounting, labeling, packaging, and staging efforts.
- Able to follow a provided checklist or other given documented task list.
- Maintain documented build logs and as-built records (serial numbers, part revisions, configuration notes).
- Assisting in troubleshooting and field-testing support
- Diagnose hardware, wiring, power, networking, and configuration issues in the lab and at customer sites.
- Replace components/modules as directed and validate fixes using repeatable test steps.
- Able to provide clear updates and reports to the Technical Director of any symptoms, steps-to-reproduce, and supporting notes/photos when appropriate.

Configuration and deployment support

- Knowledge in the use of operating systems, device settings, networking, and peripheral software using Company-approved procedures.
- Have some knowledge of networking equipment such as routers, switches, and access points; IP addressing/VLANs; VPN client settings; and firewall rules only when explicitly authorized by the Technical Director.
- Maintain configuration records and change notes (who/what/when/why).
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Process documentation

- Document assembly, deployment, and installation workflows, including:
- Assembly time logs
- Step-by-step procedures
- Photos/diagrams as needed
- Bill of materials references

- Troubleshooting playbooks
- “Known issues” and common fixes
- Update checklists and runbooks as procedures evolve.

Customer installation support

- Assist with on-site installation, verification, and basic operator orientation using Company materials.
- Support acceptance testing and commissioning steps as defined by the Company.
- Produce post-install notes including configuration snapshots, deviations, unresolved issues, and follow-up actions.

Required qualifications

- Demonstrated hands-on experience assembling and troubleshooting technical systems (electrical/mechanical integration, cabling, connectors, mounting, labeling, staging).
- Practical experience diagnosing issues across hardware, power, wiring, networking, and device configuration.
- Comfort configuring OS settings, peripherals, and working with basic network configuration concepts (IP addressing, VLANs, VPN clients).
- Strong documentation habits: able to write clear, step-by-step procedures and keep accurate build/configuration records.
- Professional communication and escalation: able to report issues crisply with evidence and repeatable steps.

Preferred qualifications

- Strong DIY type mindset with a hands-on workflow.
- Familiarity with small network gear (routers/switches/APs) and field troubleshooting with limited tools/time.
- Experience with common laboratory equipment such as test meters, oscilloscopes, spectrum generators, power supplies, and other similar tools.
- Experience working from checklists, runbooks, and acceptance test procedures.
- Comfort working in environments with access controls and documented change procedures.
- Experience with 3D Printing and 3D Modeling (Fusion 360 / Solidworks)
- Experience with flying Drones / RC Planes, Part 107 certification is a plus

Working conditions and expectations

- Full-time schedule coordinated with the Technical Director.
- Most of the work will be performed in a lab/shop environment; occasional home and customer-site travel may be required.
- Must follow Company safety practices and customer site rules when on-site.

Role boundaries (explicitly out of scope)

- No software development: no new product coding, no code feature work, and no commits/check-ins to GitHub.
- No authority to sign customer acceptance documents, commit the Company to scope changes, or represent the Company contractually.
- No independent changes to customer production environments without explicit direction and approval from the Technical Director.

To apply for the position contact:

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