



Computer Production Technician

Location: Vista, California (On-site, US Site Team)

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 US site in Vista, we assemble, configure, test, and ship our products with a focus on quality, reliability, and customer satisfaction.

We are a small, collaborative team. We value attention to detail, reliability, adaptability, good communication, and people who are willing to learn and help where needed.

Role Overview

We are seeking a **Computer Production Technician** to join our US site team.

Production is the foundation of this role. You will assemble, configure, test, troubleshoot, and prepare products for shipment while learning our products, systems, and quality standards.

As your skills develop, you will also be cross-trained in other areas of the operation. This may include receiving and inventory, processing returns, helping with customer or order questions, basic technical troubleshooting, and other day-to-day site needs.

This is a good fit for someone who enjoys working with computers and electronics, likes learning how things work, and wants an opportunity to build a broader range of skills over time.

This role reports to the US Site Operations Manager.

Key Responsibilities

- Assemble, configure, test, and troubleshoot Protectli computers and network appliances.
- Prepare, verify, and ship customer orders accurately and on time.
- Follow established procedures and maintain accurate production, testing, shipping, inventory, and return records.
- Identify problems, troubleshoot, and ask for help or escalate when needed.
- Cross-train and assist with receiving, inventory, returns, customer questions, basic technical support, and other site functions as needed.
- Communicate clearly about work status, priorities, problems, and anything that may affect customers or the team.
- Help keep equipment, work areas, and shared spaces clean, safe, and organized.
- Participate in problem-solving and suggest practical ways to improve quality, efficiency, and how work gets done.



Requirements

- Strong attention to detail and ability to follow procedures accurately.
- Basic knowledge of computer hardware, such as RAM, storage, CPUs, and networking.
- Basic computer skills using Google Workspace, Microsoft Office, or similar software.
- Strong verbal and written communication skills.
- Ability to explain technical concepts in simple terms.
- Ability to work well with others, work independently, take initiative, follow through on assigned work, and know when to ask for help.
- Adaptable to changing priorities and willing to learn new skills and help where needed.
- Ability to lift equipment and shipments up to 40 lbs. and stand for extended periods.
- Authorized to work in the United States.
- Availability to work on site in Vista, California, Monday through Friday from 8AM to 5PM.
- Flexibility to work occasional overtime or off-hours when needed.

Preferred Qualities

- Experience in electronics assembly, computer hardware, or technical production.
- Experience with shipping, inventory, warehousing, or fulfillment.
- Experience in customer service, technical support, sales, or other customer-facing roles.
- Interest in computers, networking, IT, or open-source technology.
- Experience working in a small or cross-functional team.

Compensation & Benefits

- \$20–\$25 per hour, depending on experience and qualifications.
- Opportunities to grow into broader responsibilities within the US site team.
- Full-time benefits package, subject to eligibility requirements:
 - Paid holidays and sick time.
 - Medical, dental, vision, and life insurance.
 - 401(k) with company match.
 - Potential to advance into salaried roles with additional benefits, including PTO.
- Company perks including:
 - Company-sponsored team lunches 3 days per week.
 - Education & professional development reimbursement programs.
 - Sabbatical program after 5 years of continuous employment in a full-time salaried position.

Why Join Protectli?

As a Production Technician, you'll gain hands-on experience with computer hardware while also having the chance to develop skills in other areas of the business. Whether your strengths are technical, organizational, or interpersonal, Protectli offers opportunities to grow with a company that values initiative, versatility, and a willingness to learn.