



## **Ace Computers**

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### **Quality Assurance Manager**

Location: Des Plaines  
Employment: Full-time

**Summary:** Ace Computers, a leading provider of information technology solutions and one of the top 100 Custom System Builders in the US, is seeking to add a Quality Manager to our team. The Quality Manager will report to the Quality Director and will support, implement as needed, and maintain all quality-related programs as they relate to the manufacturing site located in Des Plaines, IL.

#### **Duties & Responsibilities:**

- Promote awareness of customer, environmental, and safety requirements throughout the organization
- Maintain quality assurance training programs for key personnel in conjunction with managers.
- Initiate non-conformance reports for systems and compliance events.
- Responsible for ensuring corrective actions and process errors are effectively implemented and closed.
- Perform as a site safety representative, facilitate safety committee meetings, perform weekly safety walks, and communicate findings to the management team for review.
- Be a team leader and help promote and improve the nonconforming material and warranty returns processes.
- Facilitate continued improvement and maintenance of accurate and up-to-date policies, procedures, and processes in cooperation with input from relevant team members.
- Keeps management team abreast of significant issues or developments identified during quality assurance activities and actions being taken to improve the situation.
- Communicate non-compliance and/or risks to appropriate team members.
- Be the main point of contact for all quality-related issues as it relates to operations.
- Collaborate with the upper management team to set quality benchmarks.
- Support the gathering and review of information/data to present to management for review.
- Identify and support quality improvement and other projects, as assigned.
- Identify quality control processes to ensure criteria are always met.
- Oversee production to ensure conformity in final product processing.
- Support all aspects, as requested, of the current ISO certifications as they relate to site operations.
- Support Internal Audit programs in varying capacities.
- Develops new approaches to solve problems identified during quality assurance activities.

- Perform follow-up and verification of completion and closure of all Corrective & Preventive Action Requests.
- Document quality issues, performance measures, and quality improvements for leadership review.
- Educate company employees on quality system standards and requirements related to their position through onboarding new hires and ongoing training for existing staff. Performs other duties as directed.
- Responsible for operations training program, ensuring training is completed as needed and as directed.
- Participate in the ISO certification process while working to ensure the quality management system is effective, continually improving, and all certifications remain current.
- Provides oversight of existing processes with leaders to mitigate risk against future impact.
- Ensures that records are established and maintained to provide evidence that the Management Systems are being followed and that there are systems in place for identification, storage, protection, retrieval, retention time, and disposition of such records.
- Assist with internal and external ISO audits. Interface with external auditors. Assist in the analysis of nonconforming material and help implement corrective and preventative actions.
- Prepare and lead meetings, set effective and clear goals, and communicate necessary information to ensure consistent training, communication, and education of all affected employees.

Requirements:

- Bachelor's degree preferred
- ISO 9001/14001/45001/28000/27001: 2+ years required in any of the standards noted
- Attention to detail is of the utmost importance.
- Diligent and persistent, able to complete all tasks started.
- Process improvement mindset and strong problem-solving skills
- Demonstrate the ability to work well on a team and collaborate with others
- Strong presence and great communication skills
- Can-do attitude, positive presence
- Highly proficient in Microsoft Office Suite

Benefits:

- 401(k) and 401(k) matching.
- Dental Insurance
- Vision Insurance
- Disability Insurance
- Health Insurance
- Life Insurance
- Employee Discount
- Flexible scheduled
- Paid time off.
- Tuition reimbursement

Send applications to [careers@acecomputers.com](mailto:careers@acecomputers.com)