

Job Description: Field Service Engineer

Job Summary: Under the direction of the immediate area supervisor, conducts field service maintenance activities, including but not limited to preventative maintenance, troubleshooting advanced technical/mechanical problems on multiple lines of equipment (semi-conductor capital equipment), coordinating customer site specific activities, and managing FIT team members during site installations.

Essential Duties and Responsibilities:

- Perform maintenance, installation and troubleshooting on NAURA Akrion products at customer locations.
- Provide technical support to company factory and sub-contractors during module and equipment assembly and start up.
- Provide technical support (phone / e-mail) and training to customers for troubleshooting and maintenance.
- Write technical literature regarding product enhancements and upgrades.
- Establish and maintain a high level of customer satisfaction.
- Provide after hour phone support when required and after hour on-site service support if necessary.
- Other duties as assigned.

Requirements:

- Completed technician or engineering education, preferably in Electrical Engineering and / or a minimum of 3 years Wet Cleaning or similar industry experience.
- Knowledge of the Semiconductor Industry, Silicon Wafer Fabrication, Environmental, Health and Safety, Flow Controls, Pneumatics, Chemistry, and basic Computer Programming.
- Able to function under a considerable amount of stress.
- Good communication skills (verbal and writing) to handle direct communication with company staff as well as customers.
- Familiar with MS Office, Windows Operating System, and Internet e-mail.
- Travel 80% of the time, up to 4 weeks at a time.