

Job Title: Plasma Etch Equipment Product Engineer**Job Summary**

Play a key role in the growth of NAURA Akrion's market share for plasma etch equipment in North America & EMEA by providing comprehensive product technical support for NAURA's relevant product portfolio. Duties include specification/quotation review, contract review, technical sales support, project management, installation, process startup and field service support. Ensures that customers' needs are met by applying the best process/equipment solution to their unique challenges/needs and ensuring installation, field service & spares resources are provided in a timely manner. Monitors competitive situation and recommends continuous improvements and/or new product offerings to the product portfolio.

Essential Duties and Responsibilities

- Supports the regional sales team in driving product expansion of assigned tools at targeted customers.
- Technical product presentations at customer sites.
- New projects download to engineering and manufacturing teams in Beijing and project tracking.
- Coordination/facilitation of customer demonstrations and applications testing.
- Customer specification review and compliance document generation.
- Technical support of product marketing and sales literature creation.
- Customer order project management. Coordinates between end customer, NAURA Akrion & Beijing factory.
- Equipment installation, process startup & first line technical support.
- Trains NAURA Akrion field service engineers as necessary.
- Works with NAURA Akrion Spare Parts team to ensure timely customer support.
- Collects and analyzes voice of the customer input to improve the product portfolio through new product development.
- Monitor's competitor activity in target market segments.
- Supports webinars, conferences and/or tradeshow.
- Travel up to 40% of time.

Requirements:

- Bachelors' degree in engineering with over 2 years of experience in semiconductor plasma etch equipment.
- Ability to comprehend mechanical, chemical, electrical and software engineering theory.
- Self-motivation and the ability to work with both internal and external customers is necessary.
- Good written and verbal communication skills are required.
- Strong project management skills and the ability to collaborate with product business units and customer service teams in Allentown & the Beijing headquarters.
- The ability to work effectively and efficiently in a dead-line driven schedule.
- Must be able to work in a cleanroom environment occasionally.
- Must have a valid passport and be able to travel in North America, Europe, and Asia.
- Must be fully-vaccinated for COVID-19 with either the Pfizer, Moderna or J&J vaccines.
- Mandarin Chinese language (written & verbal) skills will be a plus