



FIELD SERVICE ENGINEER II

Wilmington, MA

Job Description:

Provides highly visible customer support through the installation, troubleshooting and repairing of lithography equipment used to manufacture LCD, Wafer and X-ray sensor products. Performs preventative maintenance, services down equipment and manages the customer's expectations.

Responsibilities:

- Performs on-site installation of lithography equipment.
- Participates in and oversees diagnoses, troubleshooting, service, and repair of lithography equipment and systems.
- Instructs customers and FSEs in the operation and maintenance of the system.
- Serves as company liaison with customer on administrative and technical matters for assigned projects. Interprets customers' needs and clarifies if the responsibility for problem resolution falls to sales personnel, customer support reps, or engineers.
- Assists customers with resolution of specialized technical service issues which range from software and hardware issues, upgrades and evaluating tool performance
- Prepare technical reports for upper-level management to address client needs
- Conduct installation, de-installation and pre-installation site preparation reviews
- Perform experiments and/or analytical investigations within guidelines supplied by senior engineers.
- Coaches and trains lower level personnel with regard to installations, maintenance, upgrades, fault diagnosis and repair of photolithography tools.
- Domestic and international travel required with the possibility of extended stays at customer locations in Asia, Europe or the US. Valid passport required.
- Travel may exceed 50% in one calendar year.

Competency/Experience:

- Education: Associates Degree in Electronics, Engineering or a related discipline and a minimum of 2 years of relevant experience; or an equivalent combination of education and experience.
- Experience with lithography systems. (Steppers, Scanners)
- Proficient with tools. Familiar in the use of various diagnostic equipment such as volt meters, oscilloscopes and precision mechanical measuring devices.
- Capable of grasping technical engineering details and to provide feedback to the customer and customer support organization.
- Excellent communication, customer interface and writing skills necessary to generate written reports and test results.
- Requires sound verbal and written communication skills
- Requires the ability to read, analyze and interpret general business periodicals, and technical procedures.
- Must be able to effectively present information and respond to questions from manager, clients, and customers.