



## **TECHNICAL SUPPORT ENGINEER II**

### **Wilmington, MA**

#### **Job Description:**

Provides technical support to field engineers, technicians, and customers who are diagnosing, troubleshooting and repairing lithography systems. Responds to situations where first-line customer support has failed to isolate or fix problems in malfunctioning equipment or software.

#### **Responsibilities:**

- Provides support to customer/users where the product is highly technical or sophisticated in nature.
- Analyzes issues and problems of high complexity, exercising excellent judgment in finding solutions to problems and issues with equipment.
- Assists in the successful resolution of service escalations.
- Reports design, reliability and maintenance problems or bugs to design engineering/software engineering.
- Creates service bulletins to disseminate technical information worldwide concerning serious tool-related issues
- Proactively provide feedback to the engineering and manufacturing departments concerning tool quality, reliability and service ability issues
- Work with engineering and team on new system developments.
- Provides written weekly updates pertaining to progress on current projects to Technical Support Manager
- May be involved in customer installations and/or training.
- Must be willing to travel 20%, including both domestic and international travel

#### **Competency/Experience:**

- Requires an Associate Degree in Electrical Engineering, Optical Engineering, Physics or a related field and a minimum of 5 years experience maintaining, installing and/or repairing in-fab metrology tools, Lithography tools (Steppers, scanners) or comparable high-technology equipment or an equivalent combination of education and experience.
- This level of the position works on problems of diverse scope, requiring the incumbent to draw on industry experience and to exercise independent judgment and discretion to arrive at a solution.
- Excellent knowledge of MS-DOS, OS/2, Windows NT and Microsoft Office products required
- Must have the ability to read and interpret schematics, mechanical diagrams and other industry-related technical documentation