



TECHNICAL SUPPORT ENGINEER

Bloomington, MN

Job Description:

Technical Support Eng (TSE) is Responsible for providing assistance to Customer Support Engineers and customers who are diagnosing, troubleshooting, and debugging complex electro/mechanical equipment, computer systems and/or complex software problems.

Key Responsibilities:

- Performs a variety of support activities in the technical support function. As a technical liaison, this position is responsible for:
 - Assisting field service engineers and customers with troubleshooting and repair procedures
 - Assessing and responding to situations where standard procedure have failed in isolating or fixing problem equipment
 - Reports design, reliability and maintenance problems to other internal departments.
 - Uses prior experience to resolve nonstandard problems
- Other responsibilities include training, documenting and providing feedback on CIP opportunities, preparing service and postmortem reports
- Manages escalations to convey urgency to other departments while investigating a solution
- TSEs respond to complex issues where first-line product support has been unable to isolate or fix problems in malfunctioning equipment
- TSEs may also be involved in customer installation, and upgrade of RTEC equipment
- Works on complex problems where analysis of situations or data requires an in-depth evaluation of various factors
- Exercises judgment within broadly defined practices and policies in selecting methods, techniques, and evaluation criterion for obtaining results
- Instruct students in classroom lectures and practical hands-on laboratory sessions
- Interface with internal departments in the creation and continuing development of new training courses and course material

Education/Experience:

- Bachelor's or Associates degree in Electronics or Engineering required with 3-5 years of direct work experience with in-fab inspection products or comparable high technology equipment desired, or an equivalent combination of education and work experience

- Must possess superior English communication and presentation skills, both written and verbal
- Ability to read and interpret schematics, mechanical diagrams, and other industry related technical documentation
- Excellent interpersonal skills with a proven ability to perform successfully as an individual or as part of a team
- PBET, Project Management, A+ and/or Networking certifications will be considered a plus
- Travel up to 70% of the time