



## **TECHNICAL SUPPORT ENGINEER**

### **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.

#### **Key Responsibilities:**

- Oversees diagnoses, troubleshooting, service, and repair of lithography equipment and systems. Assists in the successful resolution of service escalations.
- Analyzes issues and problems of high complexity, exercising excellent judgment in finding solutions to problems.
- Assists customers with resolution of specialized technical service issues which range from software and hardware issues, upgrades and evaluating tool performance.
- Reports design, reliability and maintenance problems or bugs to engineering and works with engineering on new system developments.
- Creates service bulletins to disseminate technical information worldwide concerning serious tool-related issues.
- Prepares technical reports for upper-level management to address client needs.
- May be involved in customer installations and/or training.

#### **Required Skills:**

- 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.
- 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
- Domestic and international travel required (up to 50%) with the possibility of extended stays at customer locations in Asia, Europe or the US. Valid passport required.