



Lam Research Field Service Engineer Role

Position Summary

Responsible for providing quality repair and carrying out preventive maintenance service of Lam etch / clean / deposition equipment at customer sites. Other activities include installation, relocation of customer equipment, performing associated start-up, and troubleshooting activities

Job Duties and Responsibilities

- Install and/or relocate equipment at customers' sites. Conduct associated start-up, cut over and check-out activities on the newly installed systems
- Provide warranty tool support or paid service for out-of-warranty tool by performing on-site preventive maintenance of equipment and attending to equipment abnormalities. Coordinate all service actions with customer to minimize downtime or system interruptions
- Apply troubleshooting techniques to eliminate equipment malfunctions. Conduct diagnostic procedures to isolate problem. Assess severity of malfunctions and determine corrective actions required or escalate for assistance and prompt resolution. When necessary, replace defective units, components, or parts where appropriate
- Implement field modifications or updates as released in Engineering Change Orders (ECOs) which may involve removal and installation of assemblies, sub-assemblies, systems, and subsystems
- Carry out Tier 2 process qualification work
- Prepare and maintain accurate logs, service records, part usage documentation, diagnostic updates, and other management reports
- Professionally represent the company to the customer. Utilize knowledge of company's product lines and services to keep existing / potential customers informed when new/additional needs are identified
- Develop good customer relations during installation and execution of service contracts
- Maintain company's assigned equipment (computer, tool kit, diagnostic test equipment, spare parts, etc.) in good working condition, and ensure it is secure and accounted for

**Interested applicants can submit their resume via email:
Sharon.pang@lamrc.com**

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