

Field Service Level II – EMEA (Europe, Middle East, Africa)

SUMMARY:

Plasma-Therm Field Service Engineers provide comprehensive service on assigned equipment maintaining high customer satisfaction, timeliness, accuracy, efficiency, cost-effectiveness, and safety. Provides technical assistance to support our customers in any manner as required.

DUTIES AND RESPONSIBILITIES:

- Installs, commissions, and maintains products at user's site. Performs modifications or retrofits as needed
- Demonstrates leadership and teamwork throughout all job responsibilities
- Maintains complete and detailed knowledge of products and applications
- Provides training for customers and others in the effective operation, calibration, and maintenance of products
- Consistently achieves results in responding to customers and Plasma-Therm technical personnel inquiries regarding product specifications, maintenance and performance issues
- Assists other Field Service Engineers, Process Engineers, and Sales Representatives with product installations, trade shows, training, and other events as required
- Provides technical assistance in any manner required; troubleshoots, diagnoses, and calibrates products via telephone, internet, or at user's site for product spec performance
- Maintains accurate records and issues complete and timely reports on equipment operations
- Responsible for corporate toolbox
- Provides support to the factory and trade shows as required
- Accumulates histories of equipment performance, commercial relationships, and commercial opportunities
- Maintains contact with Field Service Coordinator to facilitate effective scheduling
- Assists in technical support department by responding to customer inquiries
- Other duties as assigned
- It is every employee's responsibility to be aware of and adhere to the applicable Safety & Health, Quality and Environmental Process of Plasma-Therm, LLC
- Participate in the manufacturing of sub-assemblies, assembly, tests, adjustments and quality controls of all the equipment manufactured on the Bernin site

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS:

- Bachelor's Degree in electrical or mechanical engineering or related field
- Minimum five years of related experience, or equivalent combination of education and experience

- Minimum three years of experience in optics, laser, and/or semiconductor manufacturing equipment experience is required
- Vacuum experience preferred
- Prior experience performing multiple on-site installations required
- Must possess a valid driver's license, and valid passport

SKILLS AND ABILITIES:

- Ability to read and interpret technical journals and reports
- Ability to support customers as assigned
- Ability to compile reports and compose routine correspondence
- Ability to communicate effectively with customers, and respond to common inquiries, complaints, and requests
- Ability to demonstrate excellent people skills and project a professional image
- Ability to effectively deal with customers and negative situations
- Ability to define problems, collect data, establish facts, and draw valid conclusion.
- Ability to travel extensively to support customer needs

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- The normal work environment is typical of a business office, manufacturing operation with laboratory and clean room facilities. Work is performed at the factory and individual customer sites as required
- While performing the regular duties of the position, the incumbent is regularly exposed to moving mechanical parts, risk of electrical shock, and possible exposure to toxic or caustic chemicals. The incumbent must be able to wear safety equipment and follow safety instructions.