

## Sr. Technical Support Engineer Semiconductor

### Overview:

In this role you will have the opportunity to work with Semiconductor manufacturing equipment. You will provide customer support for onsite installations, repairs, and maintenance of semiconductor equipment primarily in Hillsboro Oregon. You will receive training in Austin, Texas or Hillsboro, Oregon for a period of 1-3 months. This position requires full-time presence at your assigned office(s)/worksite(s)/territory.

### Responsibilities:

- Check and maintain equipment within factory standard specifications of system equipment.
- Instruct customers in the operation and maintenance of the system equipment.
- Serve as company liaison with customer on matters for assigned projects (i.e. installations and major component replacements).
- Perform complex repair maintenance or unit replacement according to factory procedures independently and with others.
- Provide technical support to customers and respond to questions regarding operation procedures, equipment malfunctions, and other technical issues to minimize equipment down time and ensure positive customer relations.
- Identify and report equipment errors and status updates related to equipment performance issues to aid in troubleshooting or maintenance.
- Maintain accurate documentation of activity and provide periodic reports.
- Conduct training for customer personnel ensuring proficiency of service and operations.
- Work with other technicians in the field to troubleshoot and service equipment.

### Qualifications:

- Requires a Bachelor's Degree in electrical or mechanical engineering or equivalent experience (i.e. technical training, military training, or technical school) plus 1-2 years of related experience
- Knowledge of Linux operating system is required for operating and troubleshooting the system
- Minimum 3 years of experience in a related field (i.e. semiconductor manufacturing equipment)
- Hands on mechanical skills required
- Hands on experience with electronic testing tools required
- Able to work on equipment alone and work with other engineers as a team player under challenging situations
- Additional experience or knowledge in optical, lasers, software, robotics, precision mechanical skill or chemical are plus

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- Excellent trouble shooting skills, verbal and written communication skills
- Customer support experience is a plus
- Must be able to travel and work flexible schedules
- Must feel comfortable working in a cleanroom environment most of the day (wearing full clean room suit, facemask, gloves, safety glasses)
- May require domestic travel (valid driver's license and acceptable driving record necessary). Additionally, because this position requires driving for company business as an essential function of the job, must remain in compliance with company safety guidelines and policies.
- Position requires continuous physical effort; intermittent and long-term work cycles; standing, walking, sitting, repetitive motion, and lifting up to 25 pounds unassisted. Lifting more than 25 lbs. requires additional help.
- May be required to work at a computer terminal for long periods of time.
- Position requires effective communication skills, verbal and written form. Mental alertness is a must.
- Required to demonstrate continued knowledge of Haz/Com regulations and requirements. Must be able to work in a cleanroom environment, this includes wearing protective clothing.
- May be exposed to atmospheric conditions, such as: dust, fumes, noise and varying temperatures (to within OSHA standards).
- Domestic and International travel may be required.