

Field Service Engineer for Semiconductor Packaging Equipment

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Company: PacTech

Location: United States

Category: other-general

Job Description

Basic troubleshooting, installation, maintenance and repair on designated equipment.

Supporting customer applications and equipment process optimization.

Completing Preventive Maintenance and field modifications and upgrades.

Ordering and coordinating replacement parts.

Keeping up to date on administrative responsibilities such as maintaining customer service log and internal service records and reports.

Maintaining daily communications with customers to ensure resolution and proper follow-up.

Maintaining tools and test equipment and ensuring they are properly calibrated.

Meeting Health and Human Services, Environmental Health and Safety and/or all other applicable regulatory requirements.

Utilizing the escalation process to resolve customer service delivery issues.

Travel to customer locations within North America and occasionally to other international locations.

Working as a member of the local team to provide efficient service delivery to all accounts within assigned area as well globally to support headquarters when necessary.

The ability to lift and carry heavy toolboxes and machine parts that can weigh up to 15lbs.

Adhering to current regulatory.

Job Responsibilities

Candidate must possess at least a Bachelor's Degree in an Engineering or Science Discipline with at least 3 years of working experience as a process or service engineer within the semiconductor industry.

Must be self-motivated and able to demonstrate technical competence of electrical, mechanical, pneumatic systems.

Familiar with concepts and documents like FMEA, Control Plan, SPC, Work Instruction etc.

Good presentation, excellent communication and team working skills.

Having "Hands on" attitude and creative problem-solving mind set to get the work done quickly and effectively to meet customers schedules.

Applicants should be US Citizens or at a min US Permanent Resident.

Benefits

Competitive Compensation package.

Medical, dental and vision healthcare.

401K with employer contribution.

Paid vacation & sick.

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