

## **FIELD SUPPORT ENGINEER**

### **Job Description:**

- Become proficient on the toolset (equipment) quickly.
- Be able to perform startup activity with limited support from HQ. Be able to perform preventative maintenance of tool and attend to equipment issues with quality fixes/repairs.
- Order and replace defective units, components, or parts. Actively respond to tool issues by communicating with HQ engineers and participate in escalation conference calls. Be able to verify operational quality of the tool after work is done.
- Install and/or relocate equipment, and conduct associated start-up of newly installed systems
- Troubleshoot equipment problems and conduct diagnostic procedures to isolate the root cause and correct the issue, to minimize downtime or system interruptions and eliminate equipment malfunctions. Prepare and maintain accurate logs, service records, part usage documentation, and other management reports
- Identify corrective actions; escalate issues for prompt resolution
- Respond to emergency calls as required in the fab.
- Be responsible for full customer satisfaction assuring excellent relations within the tool assigned area. Show strong interest and knowledge of the customer's business and processes. Builds and maintains customer satisfaction through clear, consistent communication and the sharing of collective knowledge.
- Be consistently able to operate in high pressure fab situations. Politely request customer feedback and take proper action after. Be aware of potential dissatisfaction and escalate it quickly. Develop and execute corrective action plans.
- Comply with all Intellectual Property guideline and all safety procedures.
- Fab, eBeam tool, vacuum, and High Voltage experience is a plus.

### **Education:**

- Bachelors in Engineering/BS or MS

### **Experience:**

- eBeam preferred. Other semiconductor capital equipment is a plus.
- Fab experience preferred

### **Location:**

- Taiwan

Qualified applicants please send your profile to [joblogic@pdf.com](mailto:joblogic@pdf.com) with job code: FSE