

eProbe FIELD SUPPORT ENGINEER – Malta, NY

Required Skills and Experience

- Experience working with vacuum systems (turbo molecular pumps, ion pumps, roughing pumps, residual gas analyzers, MFCs), specifically in the high and ultra-high vacuum region (<1e-8Torr).
- Experience with electronics troubleshooting.
- Troubleshoot equipment problems and conduct diagnostic procedures to isolate the root cause and correct the issue, order and replace defective units, components, or parts. Actively respond to tool issues by communicating with HQ engineers and participate in escalation conference calls to minimize tool downtime and system interruptions. Be able to verify operational quality of the tool after work is done.
- Working inside of state-of-art 300mm semiconductor cleanroom
- Experience with high voltage equipment (such as up to 10kV)
- Ability to handle high pressure fab situations including tool escalations.
- Proven track record of deliberate, accurate decision making
- Ability to perform preventative maintenance of tools and resolve equipment issues with quality repairs with minimal assistance from headquarters.
- Prepare and maintain accurate logs, service records, part usage documentation, and other reports for management.
- Respond to emergency calls as required in the fab.
- Customer management. Show strong interest and knowledge of the customer's business and processes. Work to build and maintain customer satisfaction through clear, consistent communication.
- Regular work hours are 8:30 to 5:30pm Monday to Friday. During escalations or tool down situations, the candidate must be flexible and be able to work the hours needed to resolve the problem. This could include afterhours weekday and weekend
- Comply with all company Intellectual Property guidelines and safety procedures of the fab.

Desirable skills and experience

- Operating scanning electron microscopes (SEMs) or transmission electron microscopes (TEM)
- Experience with semiconductor inspection tools e.g. Bright field and Dark Field.

Education:

- Associate's degree with 5 years of experience, BE/BS with 3 years of experience, or MS with 1 year of experience

Location:

- Malta, NY USA