

Field Service Engineer

Job Summary: Under the direction of the immediate area supervisor, conducts field service maintenance activities, including but not limited to: preventative maintenance, troubleshooting advanced technical/mechanical problems on multiple lines of equipment, coordinating customer site specific activities, and managing FIT team members during site installations.

Essential Duties and Responsibilities:

- Perform maintenance, installation and troubleshooting on NAURA Akrion products at customer locations.
- Provide technical support to company factory and sub-contractors during module and tool assembly and start up.
- Provide technical support (phone / e-mail) to customers for troubleshooting and maintenance.
- Provide technical training to customers for troubleshooting and maintenance.
- Write technical literature regarding product enhancements and upgrades.
- Establish and maintain a high level of customer satisfaction
- Provide after hour phone support when required and after hour on-site service support if necessary.

Requirements:

- Completed technician or engineering education, preferably in Electrical Engineering and / or a minimum of 3 years Wet Clean or similar industry experience
- SCP Global Technology 9400 and E200 product lines preferred
- Good communication skills (verbal and writing) to handle direct communication with company staff as well as customers.
- Familiar with MS Office, Windows Operating System and Internet e-mail
- Travel 80% of the time, up to 4 weeks at a time.