

Applied Materials

Technical Support Engineer

Job Description:

Responsibilities (This position will provide support for Etch Business Unit)

- Acts as an intermediary between customer and factory.
- Ensures the implementation of CEN's, BKM's, Safety Notices, and retrofits; and communicates performance/reliability issues.
- Provides Alpha Site Support to Engineering.
- Specifically related to installation, operation, calibration, service and/or testing of a new hardware, process or software design in house on an engineering tool.
- Provides Beta Site Support.
- Specifically related to installation, operation, calibration, service and/or testing of a new hardware, process or software design.
- Provides system support for engineering systems in reliability and/or applications lab.
- Provides engineering relief by working assigned projects in conjunction with vendors, customers and engineering owner.
- Act as a mentor for junior levels engineers.
- Field Escalation Focal Point: Provides for a contact point within the factory for CE's, account teams, and/or customers to call upon.
- Resolves customer problems, complaints and issues utilizing appropriate internal and external resources.
- Act as crisis manager when necessary.
- Makes presentations at the engineering and management level to customers on system upgrades, support plans, technical demonstrations.
- Organizes and implements training seminars for customers and field service engineers on product upgrades, customer problems, concerns and possible solutions (Product Specialist Meetings).
- Creates technical publications and reviews documents covering technical improvements.
- Assists field service engineers and customers with on-site training when necessary.
- Helps training department to define necessary training for field service engineers on system upgrades and new systems components.
- Initiates and provides review of ECO's to ensure data supports fix and follow up with communication to the field.
- Develops and presents financial analysis on retrofits, warranty costs, etc.
- Works with spares to help set initial stocking levels.
- Controls expenses within Applied Materials guidelines.
- May perform other duties as assigned.

Qualifications

Job Specific Skills:

The TPS Engineer will act a liaison between Engineer and the regional service team: Taiwan/Asia account Team. They will provide troubleshooting and support for the Etch Systems.

Skills:

- Exceptional communication skills.
- Capability to quickly grasp Applied Materials Technology.
- Ability to travel ~50% of the time.

Education:

- M.S/B.S. level degree in Electrical Engineering, Mechanical Engineering, Chemical Engineering or a related discipline.
- 7+ years experience working with Plasma Etch, PVD, CVD, or related, with 3 years in project management/supervisory role, or equivalent.

Applied Materials is an Equal Opportunity Employer committed to diversity in its workforce.

*Interested candidates should send their resumes to Ray Chen: Ray_Chen@amat.com