



# Job Description

	Document #	FSE#TX
Job Title:	<b>Field Service Engineer</b>	
Department:	<b>Technical Support</b>	
Responsible To:	<b>Technical Support Manager</b>	

**All employees are responsible for:**

1. Taking reasonable care for the Health and Safety of themselves and others who may be affected by their actions or omissions at work.
2. Observing the aims and objectives of the Company Mission and statement and Quality Policy.
3. Co-operating with the Company or other persons as far as necessary to enable the Company or other persons to comply with Statutory and Legal duties or other persons.
4. Identifying their training / skills needs, as well as that of any subordinates, in relation to their job and bringing these to the attention of their manager.
5. Representing the Company in a professional manner at all times.
6. Flexible working with regard to any duties required by the management in the pursuance of our world class goals.

**Field Service Engineer Job Description**

Jordan Valley Semiconductors, Inc. located in Austin, Texas, is a leading capital equipment manufacturer providing novel x-ray based thin film metrology for semiconductor manufacturing. The Company is hiring for a Technical Support position to support customers in Fab environment based primarily in Lehi, UT and other domestic locations. The hired individual can work under pressure at a customer's site to support innovative solutions to complex metrology problems, provide customer satisfaction by ensuring acceptable tool performance, and provide equipment maintenance. Candidates should possess exceptional customer service skills combined with excellent communication and analytical skills with some background in semiconductor manufacturing environment. Optimal candidates will have a strong background and aptitude for metrology and hardware maintenance. Essential individual will enjoy working in a fast-paced environment as a self-starter and be able to contribute significantly to effective customer satisfaction. Up to 50% travel availability may be required. A technical degree in electronics or equivalent military training plus 5 years of work experience is desired. Jordan Valley Semiconductors, Inc. is an EOE offering competitive benefits.

**Desired Skills**

- Excellent electrical and mechanical troubleshooting skills
- Strong hands-on aptitude
- Computer Skills - familiarity with MS office suite and strong IT and networking knowledge
- Ability to manage own time and set priorities based on the customers' needs
- Excellent verbal and written communication skills
- Adaptable and flexible to meet the daily challenges that arise.
- Semiconductor manufacturing knowledge
- Metrology equipment maintenance experience a plus
- X-Ray technologies of XRR, XRF and XRD a plus

**Core Job Functions**

- Onsite support of advanced XRAY metrology systems
- Operation of JVS Equipment
- Service and Maintenance of JVS Equipment
- Ongoing customer communication and reporting management
- Repair of JVS Equipment
- Communicate and report technical details to internal JVS support team
- Travel to customer sites, both domestic and international, to provide customer support.

**Education and Experience**

- Military training in electronics, mechanics, repair, service, and maintenance plus 5 years of related experience in semiconductor manufacturing and/or metrology
- Or
- Technical degree (associates or B.S) in a technical field, such as electronics plus 5 years of related experience in semiconductor manufacturing and/or metrology

**Benefits**

- Competitive salary
- Bonus structure plan
- Medical, Dental, and Vision coverage
- 401K program

Owner / Originator:	Signature:	Date:	Agreed By:	Signature:	Date: