



# Job Description

Document #

Job Title:	<b>Senior Field Service Engineer</b>
Department:	<b>Service</b>
Responsible To:	<b>Service Director</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.

**Job Responsibilities:**

Progression to this level is not automatic as it will depend on the business requirements for Senior FSE roles.

**Customer Relations**

- Assumes responsibility for complete customer satisfaction assuring excellent relationships within assigned accounts.
- Develops less experienced Jordan Valley personnel in customer sensitivity and management.
- Plans, communicates and co-ordinates support plans with customer management.
- Recommends appropriate action and maintains awareness of existing and potential situations which may impact customer satisfaction levels.
- Handles system and customer situations while informing Jordan Valley management of developments on a timely basis.
- Develop customer interfaces to be able to assess customer perception of Jordan Valley system performance and report back to Jordan Valley management

**Technical Responsibilities**

- Verify, approves and improves the operational quality of system equipment.
- Customer instruction in the operation and maintenance of systems.
- Perform start-up, warranty, paid service and service contract activities as directed.
- Perform Tier II installations on specified systems within established timeframes.
- Perform periodic maintenance on systems within established timeframes
- Diagnoses source of application or software problems on equipment, facilities or wafers with assistance from specialists.
- Troubleshoots and corrects applications or software variations on the system with assistance from specialists.
- Assists on Tier III installations
- Anticipates and corrects problems on retrofits before installation.

**Operations**

- Acts as Jordan Valley liaison with the customer's front line management on technical, administrative and operational matters for assigned projects.
- Develops and implements plans to increase productivity.
- Track system performance and plans uptime improvement
- Utilise quality improvement process methods and terminology.
- Prepares and conducts customer meetings as directed.
- Use escalation policies as required to keep management informed of customer tool status, e.g. downtime situations, health and safety issues.
- Assists in planning the daily work schedule within assigned accounts/region to ensure completion of preventive and remedial maintenance.
- Provides accurate activity reporting in line with the requirements of Jordan Valley and the customer.
- Ability to utilise resources effectively
- Recommends, develops and executes effective action plans for resolving system problems that do not respond to normal service techniques.
- Helps with service input on new products and projects within Jordan Valley.

**Other Duties:**

- Attend company training programmes as directed.
- Perform any other reasonable duties as requested.

**Competencies:**

- Highly developed technical & interpersonal communication skills in order to assume responsibility for customer satisfaction
- Ability to deliver high level of customer satisfaction
- Ability to assist in the training and mentoring of less experienced Field Service engineers.
- Ability to use hand tools, meters, scopes and other specialist equipment
- May require assistance or guidance from more experienced personnel on complex system problems.
- Good industry knowledge and understanding of processes used at customer sites.
- Troubleshooting & Problem solving skills.
- Working knowledge of Statistical Process Control
- Utilizes Quality Improvement methods
- Ability to provide leadership and technical support to other Field Service personnel across the Global Service team.
- Demonstrated resource management skills

**Qualifications and/or Experience:**

- Minimum of 3 years experience in Semiconductor industry
- Process and/or software experience on related semiconductor equipment
- Demonstrated capability to provide technical leadership
- Demonstrated capability to manage challenging accounts and achieve positive customer relationships
- Demonstrated capability to diagnose and repair failures on semiconductor equipment
- **USA qualifications:**  
ASEET or equivalent and 5-7 years of related electro-mechanical experience, OR  
BSEET or equivalent and 4-6 years of related electro-mechanical experience.
- Sustained 'Meets Requirements' performance in role of a Field Service Engineer.

**Specific conditions applicable to the role**

- Must fulfil all requirements of a Field Service Engineer
- Responsible for continued self development and assisting less experienced personnel in the development of their technical expertise.
- Willing and able to travel nationally and internationally.
- Flexibility to work on shifts/overtime/standby/on call/holidays when required.
- Willingness to work overtime and/or travel on short notice, including unscheduled call outs from home and other shifts as needed.
- May be exposed to cramped workspace, mechanical, electrical and/or chemical hazards.
- Requires attentiveness to safety precautions at all times.
- Occasionally will be required to work rapidly for long periods of time.
- Will routinely bend, stoop, reach and walk.
- Current clean driver's licence
- Valid passport

Job description agreed by (print name) ..... Position: .....

Signature: ..... Date: .....