



## **Yield Engineering Systems, Inc**

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[www.yieldengineering.com](http://www.yieldengineering.com)

YES (Yield Engineering Systems, Inc.) is a leading manufacturer of high-tech, cost-effective equipment for transforming surfaces, materials, and interfaces at the nanoscale. From startups to the Fortune 50, our customers rely on YES solutions to unleash products that change lives -- from cellphones and IoT devices, to AI and virtual reality, to diagnostic tests for COVID.

Our industry-leading vacuum cure ovens, chemical vapor deposition (CVD) systems, and plasma etching tools are driving innovation in a wide range of exciting and growing markets. We look forward to talking with smart, energetic, team-oriented people who can grow with us. We provide competitive salary and benefits (including employee stock ownership), a beautiful light-filled new facility in a central location, and some of the best co-workers you'll find anywhere. If this appeals to you, please read on!

### **Field Service Engineer**

YES currently has an excellent opportunity for a career-minded Field Service Engineer. Local candidates are preferred.

**Main Responsibilities** include but are not limited to:

- Support domestic and international customers with start-ups, installation, problem solving, retrofits, PMs and on-site training on YES equipment
- Technical phone support
- Customer correspondence and scheduling
- Write technical service SOPs
- Organize, log and generate reports
- Conduct external and internal customer technical meetings
- Own/generate plans and drive issues/escalation to closure

Our **Field Service Engineer** must have the ability to interact with customers and coworkers at a professional level and be able to work independently. Adherence to company safety policies is a must. All Field Service Engineers may perform emergency after-hours service, which includes evenings, weekends, holidays, and swing shift as needed. To provide service for our domestic and international customers, travel is required.

### **Requirements and Qualifications**

- 5+ years Field Service/Customer Support Engineer experience within semiconductor field or other capital equipment arena
- Good understanding of electro/mechanical aspect of semiconductor equipment
- Demonstrated experience and understanding of typical semiconductor capital equipment areas such as electro/mechanical, robotic, plc control, RF, pneumatic, heater control, vacuum, electronics and electrical
- Advanced customer service skills to create and maintain high level of customer satisfaction

- Excellent communication and customer interface skills (with external and internal customers)
- Ability to develop action plans for problem resolution and present them to external and internal customers
- Ability to communicate effectively with cross-functional teams
- Ability to work independently or in a team to close out assigned tasks with little supervision
- Demonstrated ability to complete assignments effectively with attention to detail in a demanding environment
- Demonstrated ability to write customer-presentable technical procedures and service reports
- Experience in semiconductor FABs
- Computer proficiency including Microsoft Word, Excel, PowerPoint
- Position requires travel up to 50% to support domestic and international customer base
- Valid driver's license with clean DMV record.
- Valid passport is required. (Can be obtained after hiring)
- Bachelor's degree in Engineering discipline or Technology is preferred. Applicants with an AA degree in electronics/electrical or other relevant field of study and equivalent experience are welcome to apply.

#### **Compensation**

YES offers a stimulating and fun working environment, competitive salaries and benefits, and company stock options.

#### **Additional Information**

- Applicants must be currently authorized to work in the United States on a full-time basis.
- YES is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.

**Come find out why YES is such a great place to work. Apply today!**