



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) and some of the best co-workers you will 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 (Bay Area) are preferred.

### **Field Service Main Responsibilities**

Responsibilities include but are not limited to:

- Supporting key accounts focused on customers in the San Francisco Bay Area. Equipment start-ups, installation, problem solving, retrofits, PMs and on-site training on YES semiconductor processing equipment
- Providing technical phone support
- Customer correspondence and scheduling
- Writing technical service SOPs
- Organizing, logging, and generating reports
- Conducting external and internal customer technical meetings
- Owning/generating plans and driving issues/escalations 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. Following company safety policies is a must. All Field Service Engineers may be called upon to perform emergency after-hours service, which includes evenings, weekends, holidays, and swing shift as needed. All candidates must meet the following qualifications/requirements:

- 5+ years Field Service/Customer Support Engineer experience within semiconductor field or other capital equipment arena
- Good understanding of electro/mechanical aspects 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 for both external and internal customers

- Ability to develop action plans for problem resolution and present them to both internal and external 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 working in semiconductor FABs
- Computer proficiency including Microsoft Word, Excel, and PowerPoint
- Willingness to travel to non-local customer locations from time to time (not anticipated to be more than 20%)
- 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. Candidates with AA degree in electronics/electrical or other applicable field of study with equivalent experience are welcome to apply.

### **Compensation**

YES offers a stimulating and fun working environment, competitive salaries & 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 based on qualifications, merit and business need.

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