



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!

**Job Title: Sr. Field Service Engineer/Technical Support Engineer**

**Job Location: Fremont, CA**

This role is a good fit for a Sr. Field Service Engineer who wants to progress to a Corporate Tech Support Engineering function. The successful applicant will be part of the team working to improve customer satisfaction and transform the Technical Support organization. Field service engineering experience in the semiconductor capital equipment space, technical savvy, an organized and analytical approach, a willingness to learn from the ground up, and the ability to travel will all be important success factors. This role involves working with engineers, field service technicians, and Operations to test and troubleshoot complex electro-mechanical systems. Hands-on experience with thermal systems, vacuum systems, and wafer transport systems – especially those with EFEMs (environmental front-end modules) – is essential, as is the ability to understand electrical schematics, and troubleshoot to isolate system performance issues down to the component level. Most work will be autonomous or in small teams.

#### **Key Responsibilities**

- Technical response and field problem resolution
- Support and guidance for field service engineers by providing superior troubleshooting skills and systems knowledge
- Travel, if remote support is not achieved, to solve problems hands-on onsite
- Creation of knowledge base systems, procedures, product support documentation, and product support & safety bulletins
- Project management to drive and proliferate field retrofits
- Familiarity with complex electro-mechanical technical functions and activities such as test, fabrication, modification, troubleshooting and assembly of electronics & electro-mechanical systems, experimental design circuitry, prototype models, specialized test equipment, tools and test fixtures
- Management of reliability data analysis from the field to Engineering through field FMEA analysis
- Observance of all safety standards, and active engagement in preventing accidents and injuries
- Maintenance of a secure, safe, clean, and healthy work environment

- Proliferation of knowledge to all Field Service engineers
- Adherence to operating instructions, use of protective equipment when required, and proper usage of equipment and materials.

### **Qualifications**

- Associate's degree or higher; bachelor's degree a plus
- Ability to demonstrate skills developed from:
  - Level 4 or 5 field service engineering experience at a semiconductor capital equipment company
  - Testing and troubleshooting system-level and component-level problems in electrical and mechanical systems and subsystems with minimal supervision
  - Solving difficult problems by applying technical knowledge, including complex new system and NPI installations and field upgrades
  - Performing necessary rework, including determining remedies for malfunctions
- Proficiency with Microsoft Office Suite (Outlook, Excel, PowerPoint) and other software

### **Characteristics**

- Customer experience orientation
  - Customer-obsessed, strives for perfection at customers' sites
- Problem solver
  - Exercises judgment, based on previous experience, practices and precedents, to identify and solve problems that arise with little or no precedent
- Good interpersonal skills
  - Exchanges ideas and information effectively
  - Uses tact and diplomacy when dealing with others
- Business experience
  - Has a good understanding of how related teams coordinate their efforts and resources to achieve objectives
- Flexibility
  - Willingness and ability to work flexible hours and overtime as needed

### **Compensation**

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

### **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!**