



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

As a preferred provider of wet and dry process technology, 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'll find anywhere. If this appeals to you, please read on!

Job Title: Senior Field Service Engineer

Location: Dresden, Germany

Responsibilities include but are not limited to:

- Supporting key accounts focused on customers in the Europe region. Equipment startups, installation, problem solving, retrofits, PMs, and on-site training on YES semiconductor processing equipment
- Providing technical support for our strategic suppliers and partners
- 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 Senior 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.

Qualifications/Requirements

- 5+ years Field Service/Customer Support Engineer experience within semiconductor field or other capital equipment area
- 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 a 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 GLOBAL customers and partners' locations 30-40% of the time (est.)
- Applicants must be able to obtain travel permissions and conform with destination's travel requirements, for short-notice travel within Europe and to the USA.
- Valid driver's license
- Valid passport is required (can be obtained after hiring)
- Bachelor's degree in Engineering discipline or Technology is preferred. Candidates with Associate's degree in Electronics/Electrical or other applicable field of study with equivalent experience are encouraged to apply.

Compensation

YES offers a stimulating and fun working environment, competitive salaries & benefits, and long-term incentives.

Additional Information

- Applicants must be currently authorized to work in Germany 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!