



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, 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**

We are now looking for a **Senior Field Service Engineer** to build up our European Service organization and support our customers in Europe. The role is based in Dresden, Germany but there is the opportunity to work remotely for the right candidate.

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

- Supporting key accounts focused on customers in Europe. Equipment startups, installation, problem solving, retrofits, PMs, and on-site training on YES semiconductor processing equipment
- Supporting our strategic suppliers and partners technically
- 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

The successful candidate will have the ability to interact with customers and coworkers at a professional level and be able to work independently.

Field Service Engineers may be called upon to perform emergency after-hours service, which includes evenings, weekends, holidays, and swing shifts as needed. Following company safety policies is a top priority at YES. All candidates will need to meet the following qualifications/requirements:

**Qualifications/Requirements**

- 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 encouraged to apply.
- 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 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
- Ability to utilize analytic thought and judgment to resolve highly complex or unusual problems
- Highly motivated self-starter
- Ability to handle ambiguity
- Flexible
- Proactive
- Valid driver's license and passport is required (can be obtained after hiring)
- Must be able to obtain travel permissions, and comply with destination's travel requirements, for short-notice travel within Europe and to the USA
- Must be willing to travel to GLOBAL customers and partner locations (estimated 30-40% of the time)

### **Compensation**

YES offers a stimulating and fun working environment, competitive salaries & benefits, performance bonuses, and long-term cash 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!**