



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 Technical Support Engineer

Location: Chandler, AZ

We are currently seeking a Senior Technical Support Engineer with semiconductor capital equipment experience to be our technical lead at customer sites, driving escalation programs to resolution and promoting key account success through “Tier 2” resolutions. This individual will work with engineers, field service technicians, and operations to test and troubleshoot complex electro-mechanical systems. Most work will be autonomous or in small teams. The successful candidate will be a valued part of the team, ensuring customer satisfaction and constantly working to improve the technical support organization.

Key Responsibilities

- Drive technical response and field problems resolution
- Act as technical lead, serving as a Tier 2 support
- Support and guide field service engineers by providing superior troubleshooting skills and systems knowledge
- Drive escalations to quick resolution through superb project management and in-depth technical knowledge of the systems
- Present solutions and delivery of future solution schedule directly to the customer, and lead the daily engagement with the customer’s management team
- Create knowledge base systems, procedures, product support documentation, and product support and safety bulletins for new products
- Leverage familiarity with complex electro-mechanical technical functions and activities such as test, fabrication, modification, troubleshooting and assembly of electronics and electro-mechanical systems, experimental design circuitry, prototype models, specialized test equipment, tools, and test fixtures
- Drive reliability data analysis from the field to Engineering through field FMEA analysis

Qualifications

- Associate's degree or higher; Bachelor’s degree is a plus
- Field Service engineering and technical support experience in the semiconductor capital equipment space
- Hands-on experience with thermal systems, vacuum systems, and wafer transport systems, especially with EFEM (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

- Superb communication skills and customer management skills
- Demonstrable skills developed through:
 - 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 sub-systems with minimal supervision
 - Solving difficult problems by applying technical knowledge
 - Performing complex new system and NPI installations, and field upgrades
 - While performing necessary rework, assisting in determining remedies for malfunctions
 - Using computer software including Microsoft Office suite: Outlook, Excel, PowerPoint

Characteristics

- Customer-obsessed; strives for perfection at customer sites
- Problem solver
 - Exercises judgment, based on previous experience, practices and precedents, to identify and solve problems that arise with little or no precedent
- Strong interpersonal and communication skills
 - Exchanges ideas and information effectively; uses tact and diplomacy when dealing with others
 - Engages key stakeholders effectively in addressing customer requests
- Business experience
 - Has a good understanding of how related teams coordinate their efforts and resources to achieve objectives
- Committed to safety
 - Observes all safety standards, and actively strives to prevent accidents and injuries
 - Maintains a secure, safe, clean, and healthy work environment and propagates safety knowledge to all Field Service engineers
 - Follows operating instructions, uses protective equipment when required, and uses equipment and materials properly
- Technically savvy, organized, and analytical
- Willing to learn “from the ground up”
- Able to work flexible hours and overtime as needed
- Willing and able to travel (20-30%)

Compensation

- YES offers a stimulating and fun working environment, competitive salaries & benefits, and 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!