



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: Director of Services (site lead)

Location: Chandler, AZ

This is a high-visibility position with upward mobility in a high-growth capital equipment technology company. Prior experience with management of Field Service Engineers is required – preferably experience with technical support management, escalation management, and project management at key accounts in the semiconductor capital equipment market. The successful candidate will be accountable for key account customer success while deploying mission-critical new product introductions.

This role is responsible for production ramp readiness and execution, which requires cross-functional leadership with the Tech Support, Sustaining Engineering, Supply Chain, and Quality departments to drive successful production ramps.

Key Responsibilities

- Build and develop a strong team and organization
- Maintain a secure, safe, clean, and healthy work environment and proliferate the knowledge to all Field Service engineers. Follow operating instructions, use protective equipment when required, and use equipment and materials properly. Actively strive to prevent accidents and injuries.
- Manage all customer success deliverables on-site
- Build and execute service plans (installation, qualification, production, escalation resolution)
- Support and guide field service engineers by demonstrating superior troubleshooting skills and systems knowledge
- Manage customers through the escalation process
- Provide project management to achieve issues resolution/closure while driving cross-functional leaders, managers, and individual contributors as team
- Drive reliability data analysis from the field to Engineering through field FMEA analysis
- Demonstrate 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.

Experience

- Customer experience
 - Customer-obsessed; strives for perfection at customer sites
- Excellent problem-solving skills
 - Exercises judgment, based on previous experience, practices and precedents, to identify and solve problems that arise with little or no precedent
- 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

Qualifications

- Associate's degree or higher; Bachelor's degree is a plus.
- Work experience – ability to demonstrate skills developed from the following:
 - 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 application of technical knowledge
 - Performing more complicated or complex new system and NPI installations and field upgrades
 - Assisting in determining remedies for malfunctions while performing necessary rework
 - Using computer software adeptly, including Microsoft Office Suite: Outlook, Excel, PowerPoint
- Ability to work flexible hours and overtime as needed

Compensation

- YES offers a stimulating and fun working environment, competitive salaries and 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.
- YES prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

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