



## **Trainee Customer Support Engineer**

Semiconductor devices provide the foundations on which progress in the technology sector are enabled. From Smartphones to Artificial Intelligence, 5G communications to autonomous vehicles, all are made possible through advances in semiconductor processes. Scaling these processes requires sub-nanometer measurement of increasingly complex 3D structures to enable more powerful devices. At **Infinitesima** we have pioneered a revolutionary atomic precision 3D metrology technology which has been qualified by leading companies in the semiconductor industry and we believe is essential for continued progress. To quote Lord Kelvin, *'If you can't measure it you can't improve it!'*. Come and join our dynamic team to enable the semiconductors for tomorrow's technological developments.

Do you have a passion for excellence and solving problems? If so, we currently have an exciting opportunity for a Trainee Customer Support Engineer to join our Operations team.

Reporting to: The Technical Support Manager

### **The Opportunity:**

The Trainee Support Engineer will undergo extensive training at our Abingdon facility in the support and service activities that ensure our products meet internal and external customer requirements for performance and reliability. Once training is completed, the role will require significant international travel to support customers at their sites around the world.

### **Key Responsibilities:**

- Provide service and support of products and systems within the company and at our Customers.
- Work with the Production team to test and commission new and existing products.
- Contribute to all aspects of the Technical Support function e.g. documentation, system status and performance monitoring, preventative maintenance, system data backup, and resolution of hardware issues as they arise.
- As experience is gained during the training and development program individual projects and responsibilities beyond the support responsibilities will be assigned.

### **Personal Qualities:**

- Adaptable, willing to learn, Customer focused, and able to work in a dynamic work environment.

### **Education / Qualifications:**

A minimum of either an A level or BTEC Level 3 diploma in Electronic Engineering, Physical Sciences or equivalent.

## Professional Skills/ Abilities:

### *Essential*

- Fluency in written technical English
- Computer literate including MS office
- Able and willing to travel frequently on completion of the training program to different customer sites around the world.

### *Desirable*

- Experience of electronic, mechanical, optical, and vacuum systems
- Installed software and hardware for electromechanical systems.
- Worked with laser systems
- Experience of field service and technical support, including use of CRM software.
- Previously worked within a quality management system in a production environment.

## Benefits:

In addition to a competitive starting salary and a yearly bonus. Infinitesima offers flexible working hours, 25 days annual leave, personal pension contributions and EMI Share scheme.

*All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, national origin, or disability.*

*Note to recruitment agencies: Infinitesima Ltd only works with approved agencies and does not accept unsolicited agency CVs. Please do not submit candidate details in response to this advert, or to any Infinitesima Ltd employees. Infinitesima Ltd is not responsible for any fees related to unsolicited CVs.*