



## **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 **Infinesima** 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 experience in Technical Support? We currently have an exciting opportunity for a Customer Support Engineer to join our team,

The prime function of the role is to provide technical support to our customers.

Location: Hsinchu – Miaoli corridor, Taiwan

Reporting to: Global Customer Support Director

### **The Opportunity:**

The customer support engineer manages the technical relationship between Infinesima and its customers. Following training, the post-holder will be able to provide remote, and on site, support, to resolve customers technical problems.

Working closely with local partners, the customer support engineer will build and maintain relationships with customers, and local partners and provide a direct technical link to the UK HQ, ensuring that our products demonstrate the highest levels of performance and reliability.

The role would suit an energetic problem solver ready for a challenging international future.

### **Key Responsibilities:**

Key duties include:

- Installation and support of products at customer sites
- Provide support, remotely and at customers facilities, including maintenance and performance measurement, fault finding, repair and installation of product upgrades.
- Training, mentoring, and coaching of distributor service teams.
- Monitor the performance and up-time of all company products.

- Building and maintaining strong relationships with customers and distributors; provide insight on customer opinions and priorities.
- Provide a technical and cultural bridge on service issues between the onsite team, customers and UK HQ
- Primarily based in Taiwan with occasional (less than 20%) travel in Asia and to UK.

**Personal Qualities:**

- Excellent written and spoken Chinese and English
- Able to analyse data and conclude a way forward.
- Good organization and planning skills.
- Strong communication/customer facing skills.
- Able and willing to travel at short notice.
- Innovative and proactive self-starter.
- Able to work under pressure.
- Prepared to respond to customer enquiries outside of usual working hours.
- Legally able to work in Taiwan
- Legally able to drive in Taiwan

**Education / Qualifications:**

Bachelor's degree or higher in a related engineering/ physics discipline

**Professional Skills/ Abilities:**

**Essential:**

- Experience in an electronic based, high value capital equipment sector, such as semiconductor, scientific instrument, medical device, or other high value instrumentation environments
- At least 2+ years' experience working in a Product Support team or Service & Repair role.
- Experience in a customer-interfacing role.

**Preferable:**

Previous experience with Semiconductors equipment, lasers, optics or precision motion systems including fault finding at a system level.

**Benefits:**