



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 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: Abingdon

Reporting to: Head of Global Customer Support

The Opportunity:

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

Undertaking overseas secondments to install new products, the customer support engineer will build and maintain relationships with customers, and local partners, whilst ensuring that our products perform at 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 across the world.
- Provide support, remotely and at customers facilities, including fault finding, repair and installation of product upgrades.
- Managing the product acceptance process from installation through to customer sign-off; spending up to 6 months living and working in USA, Japan, Taiwan, Korea and other semiconductor manufacturing nations.
- Building and maintaining strong relationships with customers and distributors; provide insight on customer opinions and priorities
- Training, mentoring, and coaching of distributor service teams
- Monitor the performance and up-time of all company products, both in-house and at customer sites.
- Write and maintain technical documents to improve faultfinding and installation

- Work with Engineering and Production to implement and improve the reliability and ease of service of new and existing products.

Able to travel to customer sites across Europe, USA and Asia, travel may reach 50% and be at short as well as planned notice.

Personal Qualities:

- 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.

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 lasers, optics or precision motion systems including fault finding at a system level.

Benefits:

In addition to a competitive salary and an annual bonus. Infinitesima offers flexible working hours, hybrid working, 25 days annual leave, death in service and private health care benefits, personal pension contributions of 4% with salary sacrifice and a generous 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.