



Technical Support Engineer Vacancy

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 after-sales customer support of complex metrology instrumentation such as SEMs or SPMs? Do you have a passion for understanding technical problems and driving solutions? We have an exciting opportunity for an experienced Technical Support Engineer to join our team. This role will require a dynamic individual, who is excellent at problem solving and working autonomously. A significant part of this role will be in the support of customers globally, and the role will require regular overseas travel to Asia, the USA and Europe. This is a fantastic opportunity to work on innovative technology at the leading edge of semiconductor applications.

Job Overview

The Technical Support Engineer provides hands-on technical solutions, leadership, management and planning for after-sales customer support and internal technical support to ensure that products are maintained to meet internal and external customer performance and quality requirements. There will be a significant amount of overseas travel to customer and end user sites, for up to 2 weeks at a time.

Responsibilities and Duties

- Manage and plan the installation, maintenance and technical support of products and systems in the company, at customer and end-user sites.
- Monitor the performance and up-time of all company products, both in-house and at customer and end-user sites.
- Manage and interact with the customer when resolving product issues
- Work with Engineering and Production to implement and improve the commissioning of new and existing products.
- Manage and build the Technical Support function to support the growth of the company.

Qualifications

Essential

- Bachelors Degree in Physical Sciences, Engineering discipline or equivalent
- Related experience of at least 5 years
- Experience in field service, technical support and CRM systems
- Experience of mechanical, electronic and optical systems
- Quality management system experience
- Fluency in written and oral technical English with excellent presentation skills

Desirable

- Experience of working with multi-disciplinary teams in a small company environment
- Experience of working with any or all of: optical systems including lasers and fibres; electronics; electro-mechanics and vacuum systems
- Experience of working with high accuracy scientific instrumentation
- Project management and team leadership experience would be an advantage
- Experience with servicing high voltage and high power laser systems and safety measures for both.

Personality

A customer focused, leader and team player, with excellent personal and management skills, able to work effectively with internal and external customers