

Job Title: Field Service Engineer

Position Summary:

Maintain rigid customer relationship. Responsible for proactive FSE role of the dedicated FABs. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained. Contact with others is primarily internal.

Primary Responsibilities:

- Provides highly visible customer support through the performance of on-site installation, overseeing any necessary, troubleshooting, services.
- Instructs customers in the operation and maintenance of the system.
- Interpret customer needs and clarifies if the responsibility for problem resolution falls.
-

Business Impact (e.g. strategic focus, decision-making authority)	<ul style="list-style-type: none"> • Collects and reports customer requirements to the field service manager • Think from the perspective of customer satisfaction. • Works on problems of limited and moderate scope where analysis of situations or data requires a review of a variety of factors
Financial Management (e.g. financial/budgetary responsibilities, Impact on revenue/expenses)	<ul style="list-style-type: none"> • Manages and maintain the provided company tool, Tool kit, Diagnostic test equipment, spares part etc and documents and procedures • Keep track and follow up for mandatory retrofits within duration. • Ensure 60 hours policy • Maintain FSE utilization target as given
People Management & Organizational Development (e.g. span of control, people management)	<ul style="list-style-type: none"> • Normally receives detailed instructions on all work. •
Report Structure & Work Relationship	<ul style="list-style-type: none"> • Direct report to SGTL • Functionally report to PG, RPS, CSBG, Sales • Cross functionally work with PG, RPS, CSBG, Sales

Position Qualifications:

Preferred Education (Not Must)	<ul style="list-style-type: none"> • Bachelor's degree in Semiconductor Engineering, Electronics, Electrical Engineering, Mechanical Engineering, Chemical Engineering, Physics, Material Science or relevant field
Minimum Professional Experience	<ul style="list-style-type: none"> • Good understanding or basic electronics and electrical concepts
Skills Required (e.g. specific business or technical knowledge included)	<ul style="list-style-type: none"> • Definitely customer service oriented • Technical skills in engineering • Good interpersonal and communication skills • Fluent in English (written & verbal) • Business ethics & integrity • Learns to use professional concepts. Applies company policies and procedures to resolve routine issues. • Applies company policies and procedures to resolve routine issues. • Exercises judgment within defined procedures and practices to determine appropriate action.
Valued but not required skills and experience	<ul style="list-style-type: none"> • Experienced in value engineering and lean manufacturing environment • Advanced computer proficiency
Others (if any)	<ul style="list-style-type: none"> •