



Field Service Engineer for Semiconductor Related (m/f/d)

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Job Information

Recruiter

JAC Recruitment Germany

Job ID

1486902

Industry

Electronics, Semiconductor

Job Type

Permanent Full-time

Location

Germany

Salary

8 million yen ~ 15 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Post Grad Degree (PHD/MBA etc)

Visa Status

No permission to work in Japan required

Job Description

- Answering customer service inquiries; identifying and responding to customer needs and concerns
- Provide over-the-phone consultation and advice to customers; including emergency situations, as well as schedule and repair Company products at customer site
- Perform preventative maintenance on Company products
- Establish and manage a local maintenance service structure
- Inspect and evaluate customer usage of Company products
- Provide training to customers in usage and maintenance of Company products
- Provide application support on Company products to customer
- Liaison between customer and Applications Programmer for customer requests involving a change in applications
- Research market needs and customer applications of Company products
- Submit application report to management in a timely manner
- Support sales activities, whilst establishing and maintaining a good relationship with customers
- Participate in sales meetings as required
- Submit various reports: such as service reports, weekly report, and expense report to management in a timely manner
- Receive follow-up and additional training on Company products in Japan
- Responsible for maintaining company parts and tools

- Minimize downtime of systems
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Required Skills

- Valid working visa holder in the EU is preferable.
 - English, and Japanese or Mandarin speaking is a MUST.
 - Able to have 4-6 weeks of business trip frequently in Europe.
 - Able to take 3-6 months of training in Japan for the first 2 years.
 - Master's / Doctor's degree would be preferable.
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Company Description