



Field Applications Engineer

Job Information

Hiring Company

Advanced Energy Japan K.K.

Job ID

1516709

Division

Global Sales

Industry

Electronics, Semiconductor

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Train Description

Sobu Line Local (Mitaka-Ichikawa-Chiba), Ichigaya Station

Salary

Negotiable, based on experience

Refreshed

February 28th, 2025 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

POSITION SUMMARY:

The Field Applications Engineer is responsible for providing the sales account team, the corporate product marketing and engineering teams, and customers with technical support in the field necessary to properly apply and operate AE products. Prospects and penetrates Thin Film Industries market within Japan to identify and pursue AC_DC plasma generator product opportunities in a variety of application and processes. The position is an integral part of AE's efforts to develop and execute plans to secure and defend customer design wins which underpin AE's corporate objectives, and is considered a part of the Account Management Team. As a result of the position's extensive and constant engagement with customers, it is also responsible for increasing the number and depth of AE relationships with customers, and for gathering, understanding and

reporting intelligence from the field concerning industry, customer and competitive trends and developments.

ESSENTIAL RESPONSIBILITIES:

1. Generate new business (Design Wins):

Work with key customer contacts and AE account managers/directors, product managers and engineers to identify and understand new opportunities, and successfully promote, apply, operate, release and support AE products for such opportunities in a manner consistent with AE corporate objectives.

2. Defend current business:

Work with key customer contacts and AE account managers/directors, product managers, engineers, customer support staff and quality staff to proactively support AE's existing business (design wins) in a manner consistent with AE corporate objectives.

3. Build critical relationships:

Demonstrate constant focus on and investment in building strong relationships with key contacts within customer accounts and with AE colleagues, that are based upon mutual trust and a respect for the mutual value that is produced; always strive to build and defend a productive and rewarding team-environment.

4. Liaise technically:

Based upon your day-to-day engagement with AE's customers, products and applications, act as proactive technical liaison among our OEM customers, end-use customers and other AE personnel as required in a manner consistent with AE corporate objectives and mission statement.

5. Gather information:

Search for, gather, understand and communicate internally to appropriate personnel information relative to customer, industry, application and competitor trends, developments and roadmaps which has potentially substantive value to AE's ability reach our corporate objectives.

6. Provide training and trouble-shooting:

Provide technical product and application training to customers and AE colleagues as needed to demonstrate/promote/optimize the use of AE products and to evaluate customer needs at on-site and remotely. As required, provide troubleshooting services in order to understand, address and communicate product related issues.

WORK ENVIRONMENT:

Approximately 50% of time in laboratory/clean room environments at customers and AE working with typical diagnostic equipment, computer technology and customer tools; approximately 50% of time in typical field sales office environment using standard office equipment. Local and international travel.

Required Skills

SKILLS:

Position requires strength in the following skill sets:

- Good working knowledge of thin film related semiconductor/display and advanced coating processes.
- Technical and non-technical verbal and written communication skills in both Japanese and English.
- Technical knowledge/trouble-shooting
- Use of laboratory diagnostic equipment
- Relationship and team-building through strong team player.
- Good problem solving skills and strength in managing conflict.
- Computer literacy with confidence in using Windows
- Have electric engineering knowledge.

EXPERIENCE:

Essential:

- 3+ years in related engineering field and 3+ years in related technology field
- Working knowledge of thin film industry (e.g. semiconductor, data storage, flat panel, advanced coatings)
- Vacuum science and plasma processing equipment and applications
- General: Computer driven diagnostic equipment, Visual Basic for test simulation; Microsoft Excel creating macros for qualification criteria.

For DC and RF power products: Hands-on technical trouble-shooting; operation of sampling and real time oscilloscopes, waveform generators, spectrum and network analyzers, power supplies, DC and RF fixturing for power supply characterization.

Desirable:

- Specific knowledge of, and experience with Thin film manufacturing OEM customers, their process equipment and applications.
- Experience with industry "standards" and "user" groups.
- Competitive product experience.
- Product trouble-shooting to board level.
- Patent and/or published technical paper portfolio.

EDUCATION:

Essential:

- BSEE or equivalent education and/or experience,

Company Description