



## PR/086989 | Field Service Engineer (m / f / d)

### Job Information

**Recruiter**
[JAC Recruitment Germany](#)
**Job ID**

1537998

**Industry**

Other (Manufacturing)

**Job Type**

Permanent Full-time

**Location**

Germany

**Salary**

Negotiable, based on experience

**Refreshed**

May 1st, 2025 20:06

### 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**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

#### COMPANY OVERVIEW

A Japanese global semiconductor company is looking for someone that can handle field service engineering activities to European clients.

#### JOB RESPONSIBILITIES

- Receives service calls from customer. Determines customer need or problem and responds accordingly.
- Helping tool installation at customer site with Engineers
- Supporting a software cording and modification for software engineers
- May provide over-the-phone consultation and advice to customer, may need to respond to emergency customer situation or may schedule and repair Company's products at customer site.

- Performs preventative maintenance on Company products.
- Establishes and manages a local maintenance service structure.
- Inspects and evaluates customer usage of Company products.
- Provides training to customers in usage and maintenance of Company products.
- Provides application support on Company products to customer.
- Provides liaison between customer and applications programmer for customer requests involving change in applications.
- Researches market needs and customer applications of Company products.
- Submits application report to management in a timely manner.
- Supports sales activities and establishes and maintains good relationship with customers.
- Participates in sales meetings as required.
- Provides training to other Company field service engineers as needed.
- Submits various reports, such as service reports, weekly report, and expense report to management in a timely manner.
- Receives follow-up and additional training on Company products in Japan.
- Responsible for maintaining company parts and tools.
- Minimizes downtimes of company systems.
- Effectively communicates with Japan headquarters' engineers regarding the product applications, technical issues, etc

#### JOB REQUIREMENTS

- Valid working visa holder in the EU
- Fluent command of English
- Able to have 4-6 weeks of business trip frequently in Europe for the first 2 years.
- Work experience in a similar position in semiconductor industry
- Degree in Electrical Engineering or equivalent combination of education and experience.
- Driver's license

Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

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#### Company Description