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PR/087032 | Field Service and Software Engineer (m / f / d)

Job Information

Recruiter
JAC Recruitment Germany

Job ID
1542402

Industry
Other (Manufacturing)

Job Type
Permanent Full-time

Location
Germany

Salary
Negotiable, based on experience

Refreshed
May 27th, 2025 10:37

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 and Software Engineer activities to clients.

The Field Service and Software Engineer is responsible for providing technical support, installation, troubleshooting, and software-related assistance for systems. This role bridges both hardware and software domains to ensure optimal performance of equipment at customer sites while also supporting programming needs, data analysis, and remote diagnostics.

JOB RESPONSIBILITIES

Field Service Support:
- Responds to customer service calls to assess and address technical issues or inquiries.

- Assists with the installation and setup of tools and systems at customer sites in collaboration with Engineers.

- Performs preventative maintenance and on-site repair of equipment to minimize system downtime.

- Provides over-the-phone consultation and remote troubleshooting support when needed.

- Establishes and manages a local maintenance service structure to ensure reliable service delivery.

- Trains customers on the operation, safety, and maintenance of equipment.

- Supports customer application needs and serves as a liaison between customers and software/application engineers in Japan.

- Submits detailed service reports, weekly updates, and expense reports in a timely manner.

- Ensures proper handling and inventory of company parts and tools.

- Maintains a clean and safe working environment at all times, including customer sites.

Software Engineering Support:
- Supports software coding, scripting, and modification tasks in coordination with software engineers.

- Performs initial log analysis and system diagnosis to identify root causes and suggest resolutions.

- Gathers and analyzes logs, configuration files, and system settings for troubleshooting purposes.

- Offers programming support, particularly on Windows-based systems, to assist with automation, updates, or tool behavior enhancements.

- Works closely with engineers at Japan headquarters to resolve advanced software and hardware integration issues.

Other Duties:
- Proactively seeks ways to improve service efficiency and reduce cost.

- Maintains ethical standards and professionalism in all interactions.

- Communicates effectively with customers, internal staff, and international teams.

- Performs other related duties and projects as assigned by management.

JOB REQUIREMENTS

- Valid working visa holder in the EU

- Fluent command of English

- Solid understanding of IT concepts and system troubleshooting.

- Work experience in a similar position in semiconductor industry

- Degree in Electrical Engineering or equivalent combination of education and experience.

- Strong problem-solving and communication skills.

- Ability to work independently and in collaboration with international teams.

Preferred:

- Programming experience in any language on Microsoft Windows.

- Basic understanding of TCP/IP networking.

Nice to Have:
- Experience with C/C++ programming.
- Familiarity with Windows event log analysis.

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

Company Description