



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

### Job Information

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

1549773

**Industry**

Other (Manufacturing)

**Job Type**

Permanent Full-time

**Location**

Germany

**Salary**

Negotiable, based on experience

**Refreshed**

July 8th, 2025 17:33

### 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.

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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#### Company Description