【スイス外資系】 フィールドサービスエンジニア Field Service Engineer

世界シェア70% 半導体製造装置に不可欠な真空バルブのグローバルメーカー

Job Information

Hiring Company
VAT Japan Ltd.

Job ID
1595046

Industry
Machinery

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Ota-ku

Salary
6 million yen ~ 8 million yen

Refreshed
November 26th, 2026 04:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

≪Job Description & Position Highlights≫

- Field service operations involving troubleshooting and maintenance support for vacuum valves
- Contribute on the front lines to solving issues with critical products that support semiconductor manufacturing
- Grow professionally by being involved in the entire process, from customer support to root cause analysis and improvement proposals
- An environment where you can hone your advanced technical skills while collaborating with global offices

【Job Responsibilities】
The Field Service Engineer (FSE) is the front line to help customer to use VAT products with higher efficiency by fixing the troubles occurring at the customer sites and providing solutions for the customers. FSE needs to obtain the satisfaction from customers by executing field support functions (remote diagnosis, on-site trouble shooting, follow-ups after the troubleshooting, customer complaint handling and replying questions from customers). FSE also needs to work closely with

application team and sales team to understand the customer's requirements and situations better.

< Duties & Responsibilities >

- Perform remote diagnosis to fix the trouble remotely if it is possible.
- Perform on-site support to fix troubles when the remote troubleshooting does not work well.
- Handle spare parts properly to supply them to customers for the troubleshooting.
- Consult to VAT CH (Headquarter) or MY (production site) to obtain supports when it is necessary.
- Escalate the trouble to the management in timely manner when it is necessary.
- Perform follow-up activities (service report, trouble analysis report, 8D report) after the repair is completed.
- Prepare documents to obtain better understanding from customers.
- Offer innovative solutions to fix troubles happening at the customer site.
- Offer the service kits to customers by utilizing any chances to contact to them.
- Transfer field knowledge to account managers (sales) and support them to obtain more orders.
- Input all the activities in CRM system. Close cases immediately after the necessary work is done

< About US >
BE GREAT TOGETHER WITH US.
Innovation, Efficiency and Ambition: this is what VAT has stood for over 50 years.
With this passion, VAT has grown to become the leading international developer, manufacturer and supplier of high-performance high-end vacuum valves and vacuum sealing technology, employing over 2000 people worldwide. The headquarters are located in Haag (Switzerland), the production centers in Switzerland, Malaysia, Romania and Taiwan.

雇用形態：無期雇用 *試用期間有り（6ヶ月）

想定年収：600 万円 ~ 800万円（月給制）
※スキル・ご経験に応じて相談可能

就業時間：固定（定額）残業代制

- 就業時間 09:00 ~ 17:00
- 休憩時間 60分（12:00 ~ 13:00）
- 残業 月 10 時間 ~ 30 時間程度
- 時差出勤制度有り
- フレックスタイム（コアタイム午前11時から午後 3 時） 在宅勤務制度導入

勤務地：東京都 大田区羽田旭町10番11号 MFIP羽田 1 階

- 穴守稲荷 駅から徒歩10分
- 在宅勤務あり
- 転勤： 無し
- 会社の定める事業所
- 出向：無し
- 受動喫煙対策：就業場所 全面禁煙

休日：年間休日 125 日

- 完全週休二日制
- 土日、祝日、夏期休暇、年末年始、特別休暇（結婚、出産、慶弔、育児、介護など）
- 年間有給休暇
- 有給休暇は入社時から付与 （初年度の有給については入社月によって変動します）

社会保険：

- 健康保険 厚生年金 雇用保険 労災保険
- 健康保険は産業機械健康保険組合に加入交通費全額支給

福利厚生：

- 企業団体生命保険（会社加入の団体生命保険）
- ベネフィット・ワン（従業員及びその家族で利用可）
- セコム安否確認（災害等の緊急時に社員の安否確認、安全確保を支援）
- 定期健康診断（年1回）
- 社内イベント＆アクティビティ
- EAP（専門カウンセラーによるサポート）
- 慶弔金制度（結婚祝い金、出産祝い金、弔慰金）
- OFFICE DE YASAI & SL Creations (置き型のお惣菜提供（100 ~ 200円））
- インフルエンザ予防接種（任意・負担額上限：4000円）
- 永年勤続表彰（勤続年数に応じたリフレッシュ休暇と賞金等の贈呈）
- 定年：満61歳（65歳まで再雇用制度有り）

Required Skills

【Requirements】

- Technical competence for mechanical and electrical. Software nice to have.
- Customer support/engineering/field support work experience.
- Remote and Field trouble diagnostic skill and experience.
- Strong customer focus and commitment to the customer satisfaction.

- Basic vacuum knowledge and industry knowledge of SEMI/FPD.
- Demonstrated verbal and written communication skill in Japanese and English.
- Advanced skill in presentation and in dealing with customers.
- Demonstrated ability to work in a team-based environment.
- Demonstrated skills in using computer applications (Word, Excel, PowerPoint, Outlook and CRM).

【Preferred Qualification】

- Quality Management or Quality Assurance experience

*VAT is an equal opportunity employer. We see ourselves as a responsible and far-sighted employer that offers not only jobs, but also career and personal development opportunities through various training programs. We recognize the value of employee diversity and provide equal employment opportunity for all qualified application that contributes to innovation, improves customer orientation and employee satisfaction. One-step in this direction is to ensure that people are recognized and fairly compensated for their contributions to the company. In 2021, VAT received the Fair-ON-Pay+ certificate as an acknowledgement for our commitment in ensuring equal pay for equal work between men and women.

Company Description