【外資系半導体メーカー】カスタマーエンジニアリングマネージャー｜名古屋

海外顧客との技術折衝・プロジェクト主導｜年間休日126日

Job Information

Recruiter
Morgan McKinley

Job ID
1621971

Industry
Bank, Trust Bank

Job Type
Permanent Full-time

Location
Aichi Prefecture

Salary
Negotiable, based on experience

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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

外資系大手半導体グループ傘下の半導体ファウンドリ企業にて、**カスタマーエンジニアリング部門を率いるマネージャー**を募集しています。

国内外の顧客に対する**技術サポートや開発・試作プロジェクトの管理**を担当。海外顧客との技術的な折衝から、社内製造部門との調整、納期管理、チームメンバーの育成まで幅広く携わります。

半導体業界での経験を活かし、**顧客対応とエンジニアリングの両面から事業を支えるマネジメントポジション**です。

年間休日126日、フレックスタイム制など、働きやすい環境も魅力です。

主な職務内容

- **海外顧客との技術窓口：** 海外顧客の主要な問い合わせ窓口として、技術的な連絡・調整や各種問い合わせへの対応

を行う。
- **技術サポート・開発支援：** 開発・試作段階にある顧客に対し、半導体製造に関する技術サポートを提供する。
- **プロジェクト・顧客管理：** エンジニアリングプロジェクトの進捗・納期を管理し、既存顧客との関係を維持・強化する。
- **技術課題・品質対応：** 顧客からの技術的な苦情、CSR（顧客固有の要求事項）への対応、シリコン製品の返品などを管理し、必要に応じて社内関係部署と連携して解決を主導する。
- **技術・商務交渉：** 重要な技術要件や商業条件について顧客と交渉し、合意形成を図る。
- **新規顧客開拓支援：** 自社の半導体技術・製品プラットフォームを新規顧客候補に紹介・提案する。
- **市場情報の収集：** 市場動向や顧客ニーズを収集し、顧客との技術レビュー会議などを支援する。
- **生産・納品管理：** 発注書、生産スケジュール、製品の納期・出荷手配を管理する。
- **チームマネジメント：** カスタマーエンジニアリングチームの指導・育成を行い、組織の技術力向上を推進する。

Join an established **semiconductor foundry and advanced wafer manufacturing company** as a **Customer Engineering Manager** in Nagoya, Japan. This management-level opportunity combines semiconductor engineering expertise, international customer relationship management and technical project leadership within a specialised manufacturing environment.

You will serve as the **primary technical point of contact for domestic and overseas semiconductor customers**, managing technical communications, supporting development programmes and coordinating engineering activities with internal manufacturing teams.

The role focuses on **semiconductor foundry operations, 300mm wafer fabrication, customer engineering, technical account management and engineering project delivery**, offering the opportunity to work closely with global technology clients.

A key responsibility will be providing **technical support throughout semiconductor development and prototyping programmes**, ensuring that customer requirements are clearly understood and effectively communicated to relevant engineering and production teams.

You will lead assigned **customer engineering projects**, oversee relationships with established accounts and help ensure that technical requirements, manufacturing activities and delivery expectations remain aligned.

The position also involves managing **customer technical enquiries, complaints, silicon returns and corporate social responsibility (CSR) compliance requirements**, while coordinating appropriate internal responses and resolutions.

As an engineering manager, you will lead discussions on complex technical issues, escalate critical challenges to the appropriate internal departments and facilitate **solution design meetings and technical negotiations**.

You will also support business development by introducing the company's **semiconductor technology platforms** to prospective customers, gathering market intelligence and contributing to customer review meetings.

Alongside customer-facing responsibilities, you will coordinate **purchase orders, production schedules and delivery or shipment arrangements**, ensuring that engineering commitments are supported by effective operational planning.

This position offers the opportunity to **mentor and develop a specialised customer engineering team** while managing high-impact international projects in a well-established semiconductor manufacturing business.

It is particularly suited to professionals with experience in **semiconductor engineering, foundry customer support, wafer manufacturing, technical account management or engineering project management** who are ready to take on a broader leadership role.

Key Responsibilities

- Act as the **primary technical point of contact** for domestic and international semiconductor foundry customers.
- Manage **technical communications with overseas clients**, ensuring clear coordination of customer requirements and engineering activities.
- Provide comprehensive **technical support during semiconductor development and prototyping programmes**.
- Lead assigned **customer engineering projects**, coordinating technical deliverables, schedules and stakeholder expectations.
- Manage relationships with **existing customer accounts**, maintaining effective communication and supporting long-term business relationships.
- Respond to **technical enquiries, customer complaints, silicon returns and CSR compliance requirements**.
- Escalate critical technical challenges to relevant internal departments and coordinate appropriate corrective actions.
- Lead **technical solution discussions and design review meetings** involving customers and internal engineering stakeholders.
- Conduct **technical and commercial negotiations** to reach agreements on important customer requirements.
- Promote the company's **semiconductor foundry technology platforms** to prospective new customer accounts.
- Gather **market intelligence and customer feedback** to support business planning and technical positioning.
- Prepare and coordinate **customer review meetings**, including relevant technical information and logistical arrangements.
- Oversee **purchase orders, production schedules and shipment or delivery coordination** in collaboration with manufacturing and operational teams.
- Mentor and support members of the **customer engineering team**, contributing to technical development and team effectiveness.
- Strengthen collaboration between **customer engineering, manufacturing, technical and commercial functions**.

Required Skills

必須条件 経験・資格：

- 半導体業界における実務経験
- 高等専門学校（高専）卒業以上
- Excel、PowerPoint、Wordを使用した技術資料・報告書の作成スキル

ソフトスキル：
- **主体性・責任感：** 担当業務に積極的に取り組み、自ら責任を持って業務を推進できる方。
- **学習意欲：** 新しい半導体技術や製造プロセスについて、継続的に学び、専門知識を深められる方。
- **コミュニケーション・交渉力：** 顧客や社内関係部署と円滑に意思疎通し、技術的・商業的な合意形成を進められる方。

語学力：
- **日本語：**流暢
- **英語：**ビジネスレベル（海外顧客との英文メール対応、業務調整あり。TOEIC 500点以上目安）

歓迎条件
- 半導体技術の専門知識、および半導体プロセス統合、デバイス設計、ウェハ製造に関する実務経験
- 半導体業界に限らず、法人営業や技術営業、顧客アカウント管理など、顧客対応・営業を行った経験
- 中国語力（海外拠点や中国語圏の顧客とのコミュニケーション対応のため）

採用企業について
300mmウェハ製造技術を提供する半導体専業ファウンドリ企業です。

国際的なブランド力を持つ大手半導体グループを背景に、ロジック半導体、組み込みメモリ、パワーマネジメントなどの先端製造技術を提供。世界各国の半導体・電子機器メーカーの製品開発を支えています。

※カスタマーエンジニアも同時募集中

この求人がおすすめの理由
- **世界的な半導体グループの一員：** 300mm（12インチ）ウェハ製造を専門とする実績豊富なファウンドリ企業。国際的に高い認知度を持つ半導体グループを背景に、安定した環境でキャリアを築けます。
- **先端半導体技術に携われる：** ロジック半導体、組み込みメモリ、パワーマネジメントなど、多様な半導体製造技術に関する知識・経験を深められます。
- **グローバルな顧客プロジェクトを主導：** 国内外の半導体メーカーと直接関わり、技術支援から開発・試作プロジェクトの管理まで幅広く担当できます。
- **技術力とマネジメント力を発揮：** 顧客との技術・商務交渉、社内製造部門との調整、チーム育成まで担う、裁量の大きなマネジメントポジションです。
- **年間休日126日・柔軟な働き方：** 完全週休2日制、フレックスタイム制に加え、年次有給休暇は年間23日。長期休暇も充実しています。

Required Skills and Qualifications **Experience:**
- Proven professional working experience in the **semiconductor industry**.
- Educational background of **technical college (KOSEN) graduation or higher**.
- Understanding of **semiconductor industry operations and technical customer requirements**.
- Ability to support technical discussions and coordinate activities involving **engineering, manufacturing and customer stakeholders**.
- Demonstrated proficiency with **Microsoft Excel, PowerPoint and Word** for technical documentation, reporting and business communication.
- Ability to manage **customer enquiries, engineering priorities and operational responsibilities** in a structured manner.
- Capability to coordinate **technical project activities and customer requirements** within a semiconductor-related business environment.

Soft Skills:
- **Proactive and accountable working style**, with a strong sense of ownership over assigned responsibilities.
- Positive attitude towards **continuous learning and developing expertise in new semiconductor technologies**.
- Strong **interpersonal and relationship management skills** when working with customers and internal stakeholders.
- Effective **negotiation skills** and the ability to reach agreement on technical and operational matters.
- Ability to build **cross-functional consensus** among engineering, manufacturing and commercial teams.
- Clear and professional communication style, particularly when handling **technical challenges and customer expectations**.
- Leadership mindset with the ability to **support, guide and mentor engineering colleagues**.

Language Requirements:
- **English:** TOEIC **500 or above**, with the ability to manage email correspondence and coordinate business matters with overseas customers.
- **Japanese:** Fluent proficiency for communication and coordination with domestic customers and internal manufacturing teams.

Preferred Skills & Qualifications
- Practical experience in **semiconductor process integration**.
- Experience in **semiconductor device design or wafer manufacturing**.
- Knowledge of **300mm wafer fabrication processes and semiconductor foundry operations**.
- Previous experience in **sales, technical sales or technical account management**, including experience gained outside the semiconductor industry.
- **Chinese language proficiency** to support cross-border communication and international customer relationships.
- Experience supporting **semiconductor development, prototyping or customer engineering programmes**.
- Familiarity with managing **customer-facing technical projects and relationships with manufacturing stakeholders**.

About the Company
Our client is an established **pure-play semiconductor foundry** specialising in advanced **300mm wafer fabrication technologies**.

Backed by an **internationally recognised semiconductor group**, the company combines specialised manufacturing capabilities with access to an established global semiconductor network.

Its technology portfolio supports a range of applications, including **logic semiconductor devices, embedded memory and power management solutions**.

The organisation provides manufacturing and engineering capabilities to **international semiconductor innovators**, helping customers bring advanced semiconductor designs and technologies into production.

Customer engineering plays a central role in connecting **semiconductor development requirements with manufacturing execution**, ensuring effective communication between external customers and internal technical teams.

The company's specialised foundry environment provides opportunities to work on **complex semiconductor engineering challenges, international customer projects and advanced wafer manufacturing programmes**.

Joining this organisation offers the chance to contribute to an established semiconductor manufacturing business while developing expertise in **technical customer leadership, engineering project management and international stakeholder coordination**.

Why You'll Love Working Here
- Join an established **semiconductor foundry specialising in advanced 300mm wafer manufacturing**.
- Work within a company backed by an **internationally recognised semiconductor group**.
- Lead **high-impact engineering projects involving domestic and overseas semiconductor customers**.
- Gain exposure to **logic devices, embedded memory and power management semiconductor technologies**.
- Take ownership of **customer engineering activities, technical communications and project delivery**.
- Develop your leadership experience by **mentoring and expanding a specialised engineering team**.
- Collaborate closely with **semiconductor manufacturing, engineering and commercial stakeholders**.
- Strengthen your expertise in **technical account management, customer negotiations and international project coordination**.
- Enjoy an excellent work-life balance with **126 annual holidays**.
- Benefit from a **standard five-day working week**.
- Take advantage of a **flexible flextime working system**.
- Enjoy **extended seasonal holiday periods**.
- Receive **23 days of annual paid leave**.
- Build a long-term career in **Japan's semiconductor manufacturing industry** with a permanent employment opportunity in Nagoya.

Company Description

Morgan McKinleyは国際的な人材コンサルティング会社として、さまざまな業界・分野をリードする採用企業様と、スペシャリストとしてのスキルを有する人材とを結びつけるお手伝いをしています。1988年の創立以来、Morgan McKinleyの名は、「卓越した質のサービス」「市場知識の豊富さ」「No.1企業であり続けようとする強い意志」、そして何よりも「実績」を体現する会社として知られています。

リクルーティング スペシャリストである弊社コンサルタントまでお気軽にお問い合わせください。