

PR/087568 | Field Service Engineer (m / f / d)

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント ドイツ

求人ID
1607839

業種
その他（メーカー）

雇用形態
正社員

勤務地
ドイツ

給与
経験考慮の上、応相談

更新日
2026年11月10日 19:00

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
流暢レベル

日本語レベル
無し

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

Company and Job Overview

Our Japanese client - Leading semiconductor inspection solutions is looking for Field Service Engineer. This role is responsible for providing technical support, installation, troubleshooting, and software-related assistance for companay. 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:

- Perform installations, repairs, preventative maintenance, and calibrations of mask inspection equipment at customer sites
- Responds to customer service calls to assess and address technical issues or inquiries.
- Provides over-the-phone consultation and remote troubleshooting support when needed

- Escalate unresolved issues to second-line support while ensuring detailed documentation is passed along (e.g., field service reports, work orders, system problem logs)
- Establishes and manages a local maintenance service structure to ensure reliable service delivery.
- Trains customers on the operation, safety, and maintenance of company's 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 administrative reports in a timely manner.
- Contribute to knowledge sharing across the service team, including best-known methods and process insights
- Mentor and coach junior engineers on technical procedures and site activities
- Ensures proper handling and inventory of company parts and tools
- Maintains a clean and safe working environment at all times, including customer sites.
- 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

- Prior experience with installation and service of capital semiconductor equipment preferred
- Proficiency in troubleshooting systems with optics, lasers, robotics, and precision mechanics
- Ability to read electrical and mechanical schematics, and knowledge of pneumatics, hydraulics, electronics, vacuum and/or thermodynamics
- Strong knowledge of hand tools and proper usage, including a digital multimeter
- Strong analytical skills and attention to detail in problem-solving
- Ability to work independently under minimal supervision and thrive in fast-paced customer environments
- Ability to work in collaboration with international teams
- Excellent communication and interpersonal skills
- Flexibility for domestic/overseas travel for training and tool support (Several 3 month trainings overseas)
- Travel up to 50% by plane and car
- Degree in Electrical Engineering, Mechanical Engineering, or equivalent combination of education and experience.2+ years of work experience in semiconductor industry or another equipment support industry

Benefit

Medical Insurance - Company pays 50% mandatory and additional premium 50% will be paid to your salary (taxable income)

Paid Vacation - 25 Days/Year National Holidays Lasertec Holidays *Mid-year new hire employees will be pro-rated

Sick/Family leave - Follow German Regulations

Commuting Allowance if applicable - EUR 100.00/month

Internet Fee -Monthly home internet fee reimbursed

Non-Regular Work Hours, if eligible – Paid

Sabbatical - 10 Days (2 weeks) After 7 years of service

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

#LI-JACDE #countrygermany
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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会社説明