

West Coast Field Service Engineer – Vacuum Deposition Systems

Thanks for considering us for your next work team!

Do you get excited when you tell people about your job?

If not, a career with the Kurt J. Lesker Company is in your future. It's a team where you can advance your career and support cutting edge future technologies. We are waiting for you!

Who We Are:

The Kurt J. Lesker Company is a leading technology and manufacturing company that touches your life every day, you just may not know it yet. How? By manufacturing and providing enabling technology products to industries such as Semiconductor, Aerospace, LED, Consumer Electronics, Medical Device, Electric Vehicles, Thin Film Battery Production and Crystal Growth just to name a few. Did you see the recent rocket launch? Talked to someone via video chat with your phone? Like those new sunglasses? Shave? Each and every one of those applications there is a likely chance the Kurt J. Lesker Company was involved.

Job Summary

We are looking for a detail-oriented Field Service Engineer whose primary function will be serving our West Coast customers. The ideal candidate is one with a technical aptitude and strong customer support skills on trouble shooting, operation and upgrading of high-tech equipment. They will resolve customer inquiries and develop the customers' knowledge base on the operation and preventative maintenance of our equipment. They will also respond to service calls related to training, upgrade installations, or general maintenance throughout the Western United States.

This position may offer the potential for international travel. Typical travel expectations in this position equates to about 40%-50%. If you are someone who likes to be hands-on, enjoys travel and wants to interact with our global customers who are enabling technology for a better world, this is the right position for you.

Key Job Elements:

- Assemble, install and test standard mechanical and electro-mechanical assemblies or systems
- Regularly troubleshoot electrical and controls related issues
- Troubleshoot electro-mechanical and operational related issues
- Direct customer interaction and training during installations, service visits and remote support
- Perform work in a logical organized manner while maintaining a high level of quality workmanship
- Identify areas for improvements related to cost reductions, safety or serviceability
- Examine warranty claims, handles customer returns and exchanges
- Interact with other departments to ensure timely delivery, customer service or problem resolution
- Reading and interpreting engineering schematics
- Scheduling of required travel and control of expenses

Qualifications

Required

- 5 or more years related experience or relevant course work with an Associate's degree (or accredited trade school or collegiate program)
- 3 or more years of related vacuum technology experience
- Strong interpersonal and organizational skills
- Desire to be self-motivated in a fast-paced environment
- Professional verbal and written communication skills, facilitating efficient interaction with global customer base
- Experience with PLC/control tools/equipment and associated software
- Ability to travel domestically and work overtime/weekends as needed
- Competent in Microsoft Office applications
- Ability to lift up to 30 pounds

Preferred

- Experience with project management, customer service tools and lean office objectives
- Basic understanding of the operation and processes related to thin film deposition techniques and vacuum technology
- Understand processes related to thin film deposition systems, including pump down, vent and material deposition

Benefits & Awards

- Medical, Vision, Dental, Life, and Disability Insurance
- Paid Time Off
- 401K Match
- Flexible Spending Plan
- On site Gym and Running Trail
- Employee Engagement and Sustainability Programs
- PBT's Best Places to Work
- Business Ethics Award
- Advanced Manufacturing Award
- Competitive Wages

The Kurt J. Lesker is an Equal Opportunity Employer/Vets/Disability
#LI-Remote