

Job Description

Job Title: Field Support Engineer (International)

Department: Operations

Reports to: Service & Support Manager

Location: International

Salary Range: to £45,000 (including an overseas disturbance allowance)

Job Purpose & Context *Please describe why this role exists, how it fits in to the team and its ultimate objective.*

The job holder will be a member of the Operations team and will be based largely overseas at high profile customer sites. He/she will be an excellent communicator and will ultimately ensure that P2i's complex & innovative technology is implemented and maintained efficiently and within the parameters of the CSA. All day to day technical problems will be resolved effectively to optimise the availability and performance of the machines. The job holder will operate as part of the larger team of Engineers but will also work independently of others. He / She will have daily contact with the customer and will ensure the compliance to quality standards such as P2i's QMS and ISO2008. During periods of employment back in the UK the job holder will undertake pro-active customer support; the maintenance of UK based technology and will have involvement in the development of support contracts.

Main Responsibilities *Please list the main responsibilities in order of importance and indicate the typical percentage of time spent on each*

	Main Responsibilities	%
1	The hands-on resolution of day to day technical problems	35
2	Machine & facility installation, commissioning, maintenance & support	30
3	Planned enhancements and routine maintenance to ensure the optimisation of the technology	20
4	Effective liaison and negotiation with the customer ensuring customer satisfaction	10
5	Regular customer meetings to ensure that contracts are current and that the required reports are produced.	5

Additional Responsibilities *Please describe or list the other areas of involvement that the job holder will have*

- Pre-installation;- to ensure that the customer site has the correct infrastructure available in order to accommodate the P2i technology. The project management thereof.
- Assisting the Applications and R&D teams in projects and activities as and when required.

Key Relationships and Interfaces *Please describe or list the internal and external contact the job holder will have*

- The Customer on site
- Other members of the Operations Team, Sales Team, R&D & Applications Teams

Academic Qualifications *Please list in order of importance*

BEng /BSc / HND / HNC in Electrical / Electronic Engineering

Essential Experience & Skills *Please list the essential skills / experience in order of importance stating the minimum amount of time the candidate should have spent in each area.*

- Minimum of 4 years' experience in a Service & Support role covering the following:-
- 3 phase electrical engineering in an industrial environment
- Vacuum processing technology / semi-conductor industry
- Providing novel solutions to complex technical problems
- Customer involvement. Must have excellent verbal communication skills and a proven ability to understand and interpret customer requirements / expectations effectively
- IT skills. Highly PC literate – networking, configuration and remote support
- Flexibility to work overseas for extended periods of time and additional hours as required

Desirable Experience & Skills *Please list desirable skills & experience in order of importance*

- Physical Vapour Deposition (PVD)
- RF matching networks
- Previous experience of report writing
- PowerPoint, Excel, Access, Word
- Implementation of QA / QC procedures

Key Performance Indicators

Please list the Measurable KPIs

- Meeting of the facility build & operation project milestones (specification, cost, time)
- Daily & weekly reporting activities
- Updating of Field Service Database