

ROLE PROFILE

Job Title: Product Support Engineer

Contract: Permanent

Business Area: Global Customer Support

Location: Newport, South Wales

Job Description Summary:

Working as part of the Product Support team, you will be responsible for the effective on site installation, upgrade, servicing and repair of SPTS' equipment. This is a hands-on customer interfacing position, which will involve considerable overseas travel.

Responsibilities:

- Installation and start-up of new equipment or upgrades at customer sites
- Servicing & maintenance of existing equipment including preventative maintenance of equipment in the field.
- Carrying out repairs in the field
- Establishing methods and procedures and evaluation of results of tests.
- Investigations into faults, failures and other defects
- Preparing of reports, technical notes etc relating to their work
- Liaising with other departments at SPTS as required
- Maintain an up to date knowledge of SPTS products and services
- Maintain good relationships with customers

Qualifications Summary:

- Qualified to degree or HNC in Electronic/Instrumentation or a recognised apprenticeship in a related subject.

This position will involve considerable international travel, sometimes at very short notice and for extended periods.

Key Behavioural Competencies

- Logical - Will need to think logically while under pressure.
- Disciplined -Will need to be capable of working alone without assistance or management.
- Composed - Will be required to work under the stress of high volume production environment.

Experience

- CVD / PVD / Etch SWD systems is preferred.