



YES (Yield Engineering Systems, Inc.) is a leading manufacturer of high-tech, cost-effective equipment for transforming surfaces, materials, and interfaces at the nanoscale. From startups to the Fortune 50, our customers rely on YES solutions to unleash products that change lives -- from cellphones and IoT devices, to AI and virtual reality, to diagnostic tests for COVID.

As a preferred provider of wet and dry process technology, we look forward to talking with smart, energetic, team-oriented people who can grow with us. We provide competitive salary and benefits (including employee stock ownership) and some of the best co-workers you will find anywhere. If this appeals to you, please read on!

YES currently has an excellent opportunity for a **Sr. Field Service Engineer**. Local candidates (Portland area) are preferred.

Job Title: Sr. Field Service Engineer

Location: Portland, OR area

Responsibilities include but are not limited to:

- Supporting key accounts focused on customers in the Portland, OR area. Equipment start-ups, installation, problem solving, retrofits, PMs, and on-site training on YES semiconductor processing equipment
- Leading installation and support of first-of-a-kind equipment
- Owning day-to-day customer interactions and escalation management
- Managing schedules for upgrades and installations to bring visibility on status and needs to the factory and management
- Providing technical phone support
- Customer correspondence and scheduling
- Writing technical service SOPs
- Organizing, logging, and generating reports
- Conducting external and internal customer technical meetings
- Owning/generating plans and driving issues/escalations to closure

Our **Sr. Field Service Engineer** must have the ability to interact with customers and coworkers at a professional level and be able to work independently. Following company safety policies is a must. All Field Service Engineers may be called upon to perform emergency after-hours service, which includes evenings, weekends, holidays, and swing shift as needed.

Qualifications and Requirements

- Bachelor's degree in Engineering discipline or Technology is preferred. Candidates with AA degree in electronics/electrical or other applicable field of study with equivalent experience are welcome to apply.
- 5+ years Field Service/Customer Support Engineer experience within semiconductor field or other capital equipment arena
- Good understanding of electro/mechanical aspects of semiconductor equipment

- Demonstrated experience and understanding of typical semiconductor capital equipment areas such as electro/mechanical, robotic, plc control, RF, pneumatic, heater control, vacuum, electronics and electrical
- Advanced customer service skills to create and maintain high level of customer satisfaction
- Excellent communication and customer interface skills for both external and internal customers
- Ability to develop action plans for problem resolution and present them to both internal and external customers
- Ability to communicate effectively with cross-functional teams
- Ability to work independently or in a team to close out assigned tasks with little supervision
- Demonstrated ability to complete assignments effectively, with attention to detail in a demanding environment
- Demonstrated ability to write customer-presentable technical procedures and service reports
- Experience working in semiconductor FABs
- Computer proficiency including Microsoft Word, Excel, and PowerPoint
- Willingness to travel to non-local customer locations from time to time (not anticipated to be more than 20%)
- Valid driver's license with clean DMV record
- Valid passport is required (can be obtained after hiring)

Compensation

- YES offers a stimulating, fun working environment and competitive salaries.
- YES also offers a performance-based annual bonus and a competitive benefits package, which includes a 401(k) match, medical, dental, vision, and life insurance, in addition to flexible PTO and company stock.

Additional Information

- COVID vaccine, background check, and pre-employment drug screen required.
- Applicants must be currently authorized to work in the United States on a full-time basis.
- YES is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit, and business need.
- YES prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Come find out why YES is such a great place to work. Apply today!