

## FIELD SERVICES ENGINEER

I.B.S. ion Beam Services, International high-tech company located near to Aix-en-Provence, in the US, in Scotland and in Singapore, is hiring a new Field Services Engineer.

I.B.S. Ion Beam Services has developed a very specific expertise in the design of electronic equipment and components that enable nanotechnologies to be used in the semiconductor industry. This expertise has a very strong development on the sectors of renewable energy and energy transition.

The company has a turnover of €15 million and a staff of 80 people.

### **Main Missions :**

Field player, your main objective will be to carry out all requests for after sales services, repair, installation and maintenance, with regards to the contractual commitments.

Reporting to the Equipment Design and Manufacturing Manager, your missions will be :

- To handle customer requests on equipment, analyze and solve all failures ;
- To manage the interventions in compliance with the maintenance contracts ;
- To secure efficient interventions, dealing with contractual timing and budget required ;
- To edit interventions reports ;
- To support the Equipment Design and Manufacturing Manager, through the design of equipment, and above all during the customer recipe phase ;
- To capitalize on feedback from interventions and propose improvements to equipment ;
- To define preventive maintenance plans and spare parts lists in kit form ;
- To contribute to the updating of technical documentation and to the development of maintenance handbook
- To Interact with internal technical teams, as well as with suppliers and service providers in the context of customer support.

### **Profile :**

Engineer or Master's degree in Electronics and/or Automatism with knowledge of electronics, mechanics, thermics, hydraulics, pneumatics, as well as CAD software (SolidWorks) and supervision software.

English is required as well as good customer relationship.

This job requires regular business trips.

All levels of experience are accepted.