



Company Overview

Calling the adventurers ready to join a company that's pushing the limits of nanotechnology to keep the digital revolution rolling. At KLA-Tencor, we're making technology advancements that are bigger—and tinier—than the world has ever seen.

Who are we? We research, develop, and manufacture the world's most advanced inspection and measurement equipment for the semiconductor and nanoelectronics industries. We enable the digital age by pushing the boundaries of technology, creating tools capable of finding defects smaller than a wavelength of visible light. We create smarter processes so that technology leaders can manufacture high-performance chips—the kind in that phone in your pocket, the tablet on your desk and nearly every electronic device you own—faster and better. We're passionate about creating solutions that drive progress and help people do what wouldn't be possible without us. The future is calling. Will you answer?

Group/Division

The Global Service Support Organization (GSS) team headquartered in Milpitas, CA is our service organization that consists of Service Sales and Marketing, Spares Supply Chain management, Field Operations, Product Training, and Technical Support. The GSS organization partners with our field teams and customers in all business sectors to maintain the high performance and productivity of our products through a flexible portfolio of services. Our comprehensive services include: proactive management of tools to identify and improve performance; expertise in optics, image processing and motion control with worldwide service engineers, 24/7 technical support teams and knowledge management systems; and an extensive parts network to ensure worldwide availability of parts.

Job title: JUNIOR CUSTOMER SUPPORT ENGINEER based in Catania (Sicily - Italy)

Responsibilities

customer service activities associated with updating, troubleshooting, diagnosing and repairing complex electro optical and electro mechanical equipment at customer site.

Representing the company to the customer and accountability for customer satisfaction with service.

Coordinating actions with customers to minimize down time.

Preparation of field service report on customer support activity and providing documentation to other supporting functions on re-occurring problems.

Interface with technical support, head quarter engineering and manufacturing engineering on maintenance procedures and equipment reliability.



Preferred Qualifications

Essential soft and technical Skills:

Good practical skills on electronic, electrical, pneumatic, mechanical assembly

Ability to read and work with engineering drawings, schematics and technical manuals

Excellent analytical problem solving skills

Good presentation and communication skills

Ability to work in a team within a multi-cultural environment

Ability to work under pressure

Important requirements:

Fluent English (both written and spoken)

Bachelor's Level Degree in Electronic / Electrical Engineering or equivalent

An internship or short working experience in the semiconductor is a plus

Availability to travel up to 40% as part of normal duties

Availability to extensive training periods in USA /Asia

Proficiency on MS office tools

Send your resume and cover letter to: manuela.pederzoli@kla-tencor.com

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