Headquartered in Asslar, Germany, Pfeiffer Vacuum is one of the world’s leading providers of vacuum solutions. In addition to a full range of hybrid and magnetically levitated turbo pumps, the product portfolio comprises backing pumps, measurement and analysis devices, components as well as vacuum chambers and systems. Founded in 1890, Pfeiffer Vacuum is active throughout the world today. The company employs a workforce of some 2,900 people and has more than 20 subsidiaries.

We are looking for a

**Field Service Engineer**

**Portland, Oregon**

Your responsibilities will include:

1. Uses a wide range of hand and power tools, measuring devices, meters, and scopes to install, test, trouble shoot, and repair equipment.
2. “Point of Contact” supporting both customer and Pfeiffer Vacuum needs regarding equipment service and installation.
3. Reviews customer requirements and discusses solutions with the Field Service Manager.
4. Monitor and analyzes equipment data, graphs, and logs on a routine basis to diagnose equipment status.
5. Maintain detailed tracking records of service task performed and equipment history.
6. Provides technical and service support to customers.
7. Process required field reports and site documentation required to properly complete task.
8. Responsible for onsite inventory levels and accurate equipment documentation.
9. Works with the Field Service Manager and Service Admin team to ensure maintenance contracts are fulfilled.
10. Requires the majority of time at customer sites within the San Jose vicinity, occasionally traveling to other West Coast customer locations, or reporting to the San Jose office.
11. Travel to the Nashua Service Center may be required at times for training purposes.
12. Perform other duties as assigned.
Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tasks require walking, sitting, bending, reaching, mobility, and frequent lifting. Work requires computer skills (word processing, spreadsheet, and data-entry), attention to detail and accuracy. Communication skills including listening and speaking are required for interaction with other employees, vendors, and customers. Strong interpersonal skills, the ability to balance multiple tasks and any stress associated with the duties and responsibilities of this position are essential requirements in the performance of this job. Daily travel by car is required to support both the needs of the customers and internal personnel. Travel by air may be required to support customer base.

Additionally, must be able to manipulate small and large tools to make both fine and major adjustments to intricate test apparatus and equipment. The person in this job must be able to lift tools and equipment weighing up to sixty pounds. The position requires regular lifting of 25-pound equipment plus frequent pushing of heavy equipment that is mounted on wheels. The position requires the ability to stand most of the day and to be able to maneuver equipment into the correct spot at the customer's facility.

Secondary duties with added requirements may be assigned from time to time.

Requirements:

General Qualifications:

Strong organizational and creative problem solving skills as well as good planning and technical equipment troubleshooting skills required. Ability to work under tight deadlines in a dynamic group environment is necessary. Experience in high vacuum technology is essential, as is knowledge of the field service type requirements that this position will support.

Education and/or Experience

Typically requires an Associate’s degree, preferably in an Electronics discipline or at least five years of related experience. In-depth knowledge of company related products, vacuum technology, semiconductor is a definite plus. High level of mechanical and electrical troubleshooting skills necessary.

Language Skills

The ability to communicate in English verbally and in writing is essential. Reports email correspondence, schedules; performance reviews are all typical requirements of this position and must be effectively and professionally communicated. This position also serves as a key liaison between the customer and the Company and must articulate critical needs, issues, situations, and plans to keep customer satisfaction high.
**Mathematical Skills**

Vacuum measurements; equipment calibration; scheduling of personnel and product installations and maintenance are all requirements of this position.

**Reasoning Ability**

The ability to understand the customers’ requirements and plan the support strategy is essential. Must be able to solve both practical and complex problems and deal with a variety of factors in situations where only limited standardization exists.

**Certificates, Licenses, Registrations**

This position requires frequent travel to and from the customer site and a Service Center so a valid driver’s license and satisfactory driving record are required at the time of hire and periodically thereafter.

**TOOLS AND/OR EQUIPMENT**

This position uses a computer extensively with demonstrated abilities in the use of Microsoft products as well as other common office type equipment. The Field Service Engineer is also a leading authority on the proper assembly and maintenance of the Company’s equipment.

**WORK ENVIRONMENT**

This position will work at the customer’s site to support the Company’s employees and the customer’s representatives.

Pfeiffer Vacuum is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, gender, gender identity, sexual orientation, age, status as a protected veteran, among other things, or status as a qualified individual with disability.

If you are an individual with disabilities who needs accommodation or you are having difficulty using our website to apply for employment, please contact Jill Guilmain at 603-578-6519.
We look forward to receiving your application! To apply for this position, click here. Current PV-US employees, click here.
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