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.

Pfeiffer Vacuum, Inc. – USA: We are looking for a

Product Support Engineer
Nashua, NH

Your responsibilities will include:

SUMMARY

The Product Support Engineer will provide technical expertise for vacuum solutions. This pre and post sales support is provided to field service engineers, service technicians, sales engineers, in-house sales and company customers who are diagnosing, troubleshooting, testing and repairing complex electro/mechanical equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Exercise of judgment, discretion, and tact in all business matters and business relationships is required. Strong interpersonal skills and the ability to maintain clear and cooperative working relationships with co-workers and demonstrate regular attendance and punctuality are essential. The organization promotes collaborative problem solving in both formal and informal work teams. Participation in and contribution to teamwork within the organization is required. Additional requirements include knowledge of Microsoft Office, Outlook, and Windows as well as general background working with computers and office equipment (copiers, etc.) and accurately performing data entry. The work within the Service Center requires general mechanical and electrical aptitude. The person must also be able to follow repair instructions and testing techniques. Requirements also include the ability to work in a team oriented environment, being a self-starter, motivated, creative, flexible, self-confident, deadline oriented and able to multi-task.
Supervisory Responsibilities
None.

Duties

1. Investigates warranty issues and completes all related warranty re-bills (“CL’s”) in accordance with factory requirements and in a timely manner. Tracks warranty trends to proactively identify application or misuse issues. Works directly with Product Management to determine warranty status of product repairs.

2. Responds to situations where standard procedures have failed to isolate or fix problems in malfunctioning equipment or software.

3. The Product Support Engineer, along with the Product Management, is responsible for acting as the liaison between the factory and all PV-US inquires on technical topics. Reports design, reliability, and maintenance problems or bugs to design engineering/ software engineering.

4. Maintains a positive customer relationship and focus while responding to customer needs.

5. May be involved in customer installation and training.

6. May develop unique solutions for standard applications using approved procedures.

7. Diagnose failure modes of failed products and compose failure analysis reports.

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, presentations 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.

POSITION REQUIREMENTS

Education and/or Experience
Requires a BS degree or equivalent experience. Not less than 6 years diagnosing and troubleshooting electronic systems and/or customer service on company systems.

Language Skills
Essential functions require the ability to read, write and speak English.

Mathematical Skills
Basic mathematical skills required including the ability to accurately use scales and measurement equipment.
**Reasoning Ability**
Will work on assignments that are routine in nature where limited judgment is required; normally will receive detailed instructions on all work.

**Certificates, Licenses, Registrations**
None required

**TOOLS AND/OR EQUIPMENT**

Must be able to manipulate small and large tools to make both fine and major adjustments to intricate test apparatus and equipment. Must be able to lift tools and equipment weighing up to sixty pounds. Must be able to travel by air and drive to customer sites. Secondary duties with additional requirements may be added from time to time.

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 a 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.

Follow us on LinkedIn: [https://goo.gl/2kpDMa](https://goo.gl/2kpDMa)

We look forward to receiving your application!

We look forward to receiving your application! To apply for this position, click [here](#). Current Pfeiffer Vacuum - US employees, click [here](#).

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