

Job Posting

Rite Track is a unique company serving the high tech semiconductor business from the Midwest. Our customer list reads like a Who's Who of Fortune 500 companies including major semiconductor, military, and aviation giants. We even played a role in putting the first rover on Mars. We are looking for a few outstanding people to help facilitate our growth and better position us for success.

FIELD SERVICE ENGINEER

Rite Track is seeking a full-time Field Service Engineer based in our West Chester, Ohio facility. This person will provide customer support to our worldwide customer base through technical phone support and customer service calls. Assignments will include traveling for planned/preventative and emergency service/maintenance visits nationwide and installations of capital equipment and engineered retrofit solutions as well as fielding technical support calls. Additionally, on site factory support for manufacturing including assembly and conducting final test of systems is expected.

RESPONSIBILITIES

- Install, maintain and repair Rite Track and customer provided semiconductor equipment and tooling in a fabrication environment.
- Review and interpret schematics, maintenance manuals, wiring diagrams and other specifications to determine proper installation, repair and operation of Rite Track supported equipment while utilizing knowledge of electronics and standard test instruments and hand tools.
- Provide training and support to Rite Track customers.
- Consult with engineering to resolve unusual problems in system operation and maintenance.
- Provide field feedback concerning customer satisfaction, product performance and suggest possible product improvement opportunities.
- Be aware of Rite Track enhancement products, replacement parts and factory repair capabilities and provide information to the customer when appropriate.
- Document all customer interactions using Rite Track data reporting systems.
- Support Rite Track manufacturing as assigned.
- Maintain regular contact with assigned customer base.
- Perform other duties as assigned.

REQUIREMENTS

- Ability to work independently with minimal supervision while traveling up to 75% of the time.
- Ability to exercise good judgment and to seek advice or assistance on technical matters when necessary.
- Ability to communicate and work cooperatively with customers in the field.
- Ability to communicate effectively with all employees and to work cooperatively in a team atmosphere.
- Strong customer relations skills as ambassador for the company.
- Ability to work with a sense of urgency in a fast paced, high profile environment to meet customer mandated deadlines.
- High levels of skill and proficiency as a service engineer with experience in TEL ACT, TEL Mark and SVG track equipment.
- Excellent electromechanical and electronic troubleshooting and repair ability.
- Working knowledge of PLCs and software packages, temperature humidity controls, chemical dispense systems and clean room etiquette.
- Provide feedback regarding design improvement, cost reduction, decreased production time and equipment reliability.
- Maintain current knowledge of engineering changes and new semiconductor industry developments.
- Lift equipment and components up to 50 pounds.

EDUCATION

- 2-year or 4-year technical degree or equivalent industry experience.

Interested applicants should send cover letter, salary requirements, and resume:

apply@ritetrack.com