

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 full-time Field Service Engineers. As an FSE, you 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. Ideally, you will be based in the Cincinnati, Ohio area where you can provide additional onsite factory and manufacturing support including assembly and conducting final test of systems. We also have opportunities in Texas and California.

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 including process 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. 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.
- Exercise good judgment and seek advice or assistance on technical matters when necessary.
- Communicate and work cooperatively with customers in the field.
- Communicate and work cooperatively with all employees 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, preferably with experience in the semiconductor industry.
- 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 to apply@ritetrack.com