

TEM Application Engineer for Electronics

Contact: Binjie Wang binjie.wang@fei.com

Location: Shanghai – P. R. China

Travel: 35-70 %

The Company

With more than 60 years of innovation and leadership, FEI enables customers to find meaningful answers to questions that accelerate breakthrough discoveries, increase productivity, and ultimately change the world. FEI designs, manufactures, and supports the broadest range of high-performance microscopy workflows that provide images and answers in the micro-, nano-, and picometer scales.

Combining hardware and software expertise in electron, ion, and light microscopy with deep application knowledge in the materials science, life sciences, electronics, and natural resources markets, the worldwide FEI team of 2,700+ employees is dedicated to customers' pursuit of discovery and resolution to global challenges.

The Position

The Applications Team is responsible for providing technical expertise in the support of FEI's Global sales efforts.

Primary responsibilities include the following:

- Cultivating positive customer relationships and acting as a high level customer interface for instrument/applications issues, acting as a technical expert, explaining complex technology details, giving in depth presentations, and assisting in technique development. Supporting and training customers after the sale has been made and the system is signed off.
 - Provide world-class process engineering at customer sites in APR, mainly China.
 - Process development and other technical deliverables at the customer site. Delivers process matching, Best Practice Document (BPD) customization to customer-specific processes, writing production recipes and running qualification experiments to drive the use of FEI's tools in production.
 - Customize BPD's to tailor to the customer's specific product.
 - Guide the customer in writing production recipes and qualification experiments to drive the production use of FEI's tools.
 - Assist in development of customer training classes for customers both in FEI's demo lab and in the field.
 - Recommend and advise on direction for potential applications consistent with customer requirements and technical feasibility.
- Assisting FEI Service Engineers on instrument sign offs and specific application techniques. Providing continuous feedback to the product groups on system

performance, features, and problems while collaborating with marketing/development groups on future product developments.

- Act as a primary communication conduit to the service and other stakeholders by reporting engineering and production issues from the customer to FEI.
- Conceive, plan, and conduct experimental research to advance applications knowledge as applied to use of FEI systems for the Semiconductor market.
- Provide technical support to SSD, R&D, Manufacturing, Customer Service and other departments as required.
- Travel as needed to support clients. It is important to note that this position requires frequent travel.

The Requirements

This customer focused position is ideal for an experienced technologist wanting to be involved with a dynamic team and exposed to a constant variety of customer application areas.

The successful candidate will possess the following combination of education and experience:

- Typically requires a university degree in a science discipline. Higher degree is greatly preferred.
- Typically requires approximately 10 years' experience in a relevant commercial/research/production establishment with recent experience utilizing Microscopy technology in sample characterization.
- Knowledge of advanced technology and diagnostics as well as operational optimization experience of analytical equipment; specifically electron microscopes and various energy dispersive spectrometers nor other analytical techniques required.
- Excellent, enthusiastic, clear communication skills, both written and verbal, with a diverse audience are critical to the success of this position.
- Excellent customer interfacing and technical sales skills a must.
- Proven ability to interact with cross - functional and cross - cultural teams.
- Ability to travel both domestically as well as internationally and possession of a valid passport.
- Language: fluent English and Chinese a must (or at least the ability of learning Chinese within a short period)