

Technical Support Specialist III

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Company: Thermo Fisher Scientific

Location: China

Category: computer-and-mathematical

Key responsibilities include, but are not exclusively:

Provide outstanding support in the form of technical assistance (remote/onsite) to the regional service teams in your area of product specialization.

Partner with the central Global Technical Service (GTS) team and multi-functional departments to bring in the service related requirements and to sustain support through the life of the system.

Provide mentorship and feedback on service tools, repair and installation work instructions

Provide feedback on spares parts and associated work instructions and diagnostic and test procedures required for support of systems.

Provide feedback to product quality teams, analyse and initiate improvement projects on systems and subsystems as the need arises.

Gives primarily input or develops sophisticated problem solving documentation. Validates service documentation and software.

Nurture and develop positive working relationships with Field Service Engineers (FSE), Applications, other Global Technical Support (GTS) groups, Development and Operations

Working in compliance with legislation and IMS

Requirements:

BA degree in Electronics, Mechanics, or related subject area or comparable training (military or technical school).

Typically requires 5-10 years' experience with service and/or manufacturing in high-tech

industry or laboratory.

Comfortable in working with SEM/SDB.

All-round technical knowledge and practical skills in multidisciplinary trouble shooting

Experience with analytical equipment (electronics, software, physics, mechanics) such as

Electron Microscopes, Wafer Steppers, Medical Equipment (MRI-scan).

Typically requires a University degree in Applied Physics, Electronics, or Electro-

Mechanics. (Associates minimum, Bachelors preferred, or equivalent military training).

Proven track record as a self-starter who is also highly productive when not supervised

Preferably experience as a customer or field service engineer with Scanning Electron Microscope (SEM).

Works with demanding customers and understands the importance of customer relations and intimacy.

Domestic and International Travel (30% of working time following initial training period).

Proficient in English (verbal and in writing).

Proficiencies:

Customer Focus

Communication

Sophisticated Problem solving

Planning / Prioritizing & Goal setting

Decisiveness

Tolerance of Ambiguity

Teamwork

Energizing others

Flexibility

Decision making and Problem Solving

Relationship building

Influence & Persuasion

Self driving

Get results

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