



Job title: Customer Support Engineer

Overview

AMETEK Japan ZYGO Business Unit (Japan local staff for Zygo Corporation, Connecticut USA, www.zygo.com) is seeking a highly talented engineer to provide field service support to new and existing customers in the optics and high precision machining markets. This position is responsible for maintaining a high level of customer satisfaction and improved customer relations. The position will also support the sales and applications team to promote sales of new tools into the market.

Responsibilities

- Answer customer inquiries regarding product operation and service.
- Service and repair customer equipment on site.
- Provide support and training to customers in the use of the equipment and repair techniques.
- On-call support to solve customer problems on tools.
- Tool installation including customer signoff.
- Generate metrology recipes for specific customer applications.
- Demonstrate products to customers.
- Support evaluate customer samples and generate reports.
- Communicate customer feedback on new product design to engineering and marketing.
- Consult with engineering, manufacturing, and marketing teams to determine solutions to unusual system operations and maintenance problems.
- Assist marketing and sales people in developing new applications for new markets.

Minimum Qualifications

- Engineering degree, plus 3+ years of field service experience with systems used factories and laboratories.
- Technical product experience with high performance metrology systems is desired.
- Excellent verbal and written communication skills along with presentation skills are required both in Japanese and English.
- Highly motivated and an excellent team player.
- Must be able to work effectively with a minimum of supervision.
- Willing to travel 50%+ of the time.

To Apply

Contact AMETEK Japan HR (japan.hr@ametek.com or 03-4400-2317).