



JOB TITLE: Technical Support Engineer **DEPARTMENT:** M&I Customer Support
RADFORD POSITION TITLE: Product Support Representative L3 or L4
RADFORD CODE: 5883 or 5844 **FLSA CLASS:** (TBD by H.R.)
REPORTS TO: Customer Support Manager **SUPERVISES:**
JOB REPLACED:

SUMMARY OF RESPONSIBILITIES:

1. Diagnostics and troubleshooting of Veeco Atomic Force Microscope / Optical Instrumentation applications and systems
2. Product training, installation, upgrade, and applications support
3. Front line customer interface and support
4. Create, develop, and continuously improve the customer support & applications knowledge database

ESSENTIAL FUNCTIONS:

1. 85% Diagnostics and troubleshooting of Veeco Atomic Force Microscope applications and systems, product training, installation, upgrade, and applications support
2. 15% Knowledge data base development

ADDITIONAL RESPONSIBILITIES:

1. Pre-sales support
2. Other duties as assigned

PHYSICAL/ENVIRONMENTAL REQUIREMENTS:

1. 25% travel on short notice both domestically and international
2. Able to lift 40lb from floor to hip height
3. Able to work in a clean room environment

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Solid theoretical understanding of physics to enable problem solving of complex system and application issues.
2. Able to experiment, test, diagnose, troubleshoot complex cutting edge electro-mechanical and computerized systems using standard tools such as oscilloscope, multimeter, etc....
3. Knowledge of Atomic Force Microscopy and associated applications.
4. Excellent verbal and written communication and presentation skills with MS office proficiency.
5. Ability to multitask & team player.
6. Self sufficient in computer/networking skills necessary to analyze logs, summarize data.
7. Able to travel both domestically and internationally on short notice.

EDUCATIONAL/EXPERIENCE REQUIREMENTS:

1. Minimum Masters of Science, PhD preferred, in Engineering or Physics with preference to Electrical Engineering or Mechanical Engineer with electrical engineering experience. Other scientific degrees (MS minimum) will be considered.
2. Laboratory experience highly desirable
3. Atomic Force Microscopy and associated applications.
4. Training experience preferred.

Date created/modified: _____

Mgr. Approval: _____