



**TOKYO ELECTRON EUROPE LIMITED**

## **Service Group Leader**

Closing date: 30<sup>th</sup> of April

Region: Italy



### **The ROLE in summary**

Tokyo Electron is a leading global manufacturer of innovative production systems for the semiconductor industry. With a team of more than 12,700 employees in 18 different countries, we are continuously working on developing high-quality, technologically qualitative products.

The Service Group Leader role holds overall responsibility for the provision of end-to-end service support to our key client in Vimercate area.

Reporting to the Service Manager of Italy, the successful candidate will be responsible of a team of Field Service Engineers focused on 5 different Business Units tools.

This is a customer contact role and requires building and maintaining close relationships with key customers through system start-up and into

manufacturing. Applicants should be customer-focused and comfortable to work in a dynamic environment.

The ideal candidate must have good leadership and communication skills, business awareness, proven ability to work with customers, organization and report writing skills.

The position requires a high level of flexibility and may involve international travel from time to time. Relocation costs (if applicable) will be in line with TEL's policy.

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### **Office base & travelling**

Vimercate office

Willingness to go on business trips.

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### **Type of contract**

Permanent

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### **Working hours**

Full time

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### **Your responsibilities**

- Coordination of technical and administrative tasks, including installation, repair, preventive maintenance, and engineering change upgrades to be performed at the customer site.
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	<hr/> <ul style="list-style-type: none"> <li>• Management of all client escalation and tool resolution issues.</li> <li>• In conjunction with the Service Manager ensure delivery of all key operational milestones pertaining to the business units involved.</li> <li>• Maintaining of adequate records and systems.</li> <li>• Scheduling of personnel responding to critical situations.</li> <li>• Together with the Service Manager, ensure the Team is accurately resourced from an internal and external manpower perspective.</li> <li>• Selection, development, and evaluation of staff to ensure the efficient operation of the function.</li> <li>• Working closely with the customer as well as internally with the Sales &amp; Service, Product Support departments and administration structures.</li> <li>• Ensuring that our main objectives (Safety, Quality and Compliance) are first priorities within the service team.</li> <li>• Collaborate with the global service team across the TEE region to ensure regular knowledge sharing and best practice principles are attained.</li> </ul> <hr/>
Your skills and experience	<hr/> <ul style="list-style-type: none"> <li>• Ideally a Degree in Engineering fields.</li> <li>• Minimum 10 years of experience in an advanced manufacturing industry (preferably in the semiconductor industry).</li> <li>• Preferable previous experience in a clean room environment.</li> <li>• Proven ability of working in a complex, fast-paced, highly dynamic, collaborative, and flexible environment.</li> <li>• Proven ability of building and maintaining close relationships with key customers.</li> <li>• Flexibility and willingness to travel to support TEE customers, as needed.</li> <li>• Exceptional attention to detail.</li> <li>• Good organisation skills.</li> <li>• Good IT skills.</li> <li>• Ability to work under pressure.</li> <li>• Good leadership and communication skills paired with presentation and technical explanation skills to internal and external customers.</li> <li>• Familiar or able to use 8D, KT, Fishbone or Six Sigma.</li> </ul> <hr/>
What we offer	<hr/> <ul style="list-style-type: none"> <li>• Initial training.</li> <li>• An interesting field of work in a promising industrial environment.</li> <li>• A corporate culture characterized by friendliness and respect.</li> <li>• Long-term perspectives and internal development opportunities.</li> <li>• Company car / car allowance.</li> </ul> <hr/>