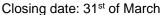


TOKYO ELECTRON EUROPE LIMITED

Service Group Leader



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 endto- 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.

Office base & travelling

Vimercate office

Willingness to go on business trips.

Type of contract

Permanent

Working hours

Full time

Your responsibilities

 Coordination of technical and administrative tasks, including installation, repair, preventive maintenance, and engineering change upgrades to be performed at the customer site.

- Management of all client escalation and tool resolution issues.
- In conjunction with the Service Manager ensure delivery of all key operational milestones pertaining to the business units involved.
- Maintaining of adequate records and systems.
- Scheduling of personnel responding to critical situations.
- Together with the Service Manager, ensure the Team is accurately resourced from an internal and external manpower perspective.
- Selection, development, and evaluation of staff to ensure the efficient operation of the function.
- Working closely with the customer as well as internally with the Sales & Service, Product Support departments and administration structures.
- Ensuring that our main objectives (Safety, Quality and Compliance) are first priorities within the service team.
- Collaborate with the global service team across the TEE region to ensure regular knowledge sharing and best practice principles are attained.

Your skills and experience

- Ideally a Degree in Engineering fields.
- Minimum 10 years of experience in an advanced manufacturing industry (preferably in the semiconductor industry).
- Preferable previous experience in a clean room environment.
- Proven ability of working in a complex, fast-paced, highly dynamic, collaborative, and flexible environment.
- Proven ability of building and maintaining close relationships with key customers.
- Flexibility and willingness to travel to support TEE customers, as needed.
- Exceptional attention to detail.
- Good organisation skills.
- Good IT skills.
- Ability to work under pressure.
- Good leadership and communication skills paired with presentation and technical explanation skills to internal and external customers.
- Familiar or able to use 8D, KT, Fishbone or Six Sigma.

What we offer

- Initial training.
- An interesting field of work in a promising industrial environment.
- A corporate culture characterized by friendliness and respect.
- Long-term perspectives and internal development opportunities.
- Company car / car allowance.