



TOKYO ELECTRON EUROPE LIMITED

Service Group Leader



Closing date: 30th 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.

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.
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- 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

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- 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

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- 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.