



Field Service Engineer – Job Posting

Company

Intlvac Thin Film designs, engineers and manufactures high vacuum chambers used in the nanofabrication of material surfaces: deposition of thin films (coatings) and etching (removal) of substrate surface material.

Our machines integrate a number of components and technologies including load bearing stainless steel structures, pressure gauges, electro-pneumatic valves, vacuum pumps, rotational spinners, heaters and temperature controllers, water cooled heat exchangers, measurement instrumentation, computers and software.

Position

The Service Engineer/Manager is a newly created position designed to provide focused support/service to our valuable customers. The successful candidate will work with Intlvac through the development phase as resources, training, procedures, and business integration are refined. The function and position will serve the North American customer base and will be located out of the Fort Collins, Colorado office.

Responsibilities:

- Field installation of new products and upgrades that are delivered to customer site.
- Field service of existing installed equipment, including troubleshooting and resolution.
- New product assembly, repairs and service work at ITF Fort Collins facility.
- Training of customer's personnel.
- Report daily field activities performed at customer site.
- Completion of all paperwork including, but not limited to, travel expenses, service work orders and trip reports.
- Work with relevant Intlvac departments to develop and improve spare parts and service procedure.
- Proactively promote service programs, spare parts, and maintenance packages to customers
- Other duties as assigned in support of the Service Department.

Requirements:

- Ability to investigate, understand, analyze and communicate technical product topics with customers
- Excellent training and communication skills.
- Ability to interpret electrical, electro-mechanical, process flow diagrams, drawings and schematics
- Proficient troubleshooting skills with electrical and mechanical systems.



- Competent in most Microsoft Office programs and prefer ability to use AutoCAD and 3D drawing programs like Solidworks
- Excellent time management.
- US citizen with ability to pass background checks and work at sites regulated by security restrictions

Physical Requirements:

- Travel in North America once or twice per month
- Physically able to stand, kneel, bend over, work in tight spaces, and lift up to 50 pounds
- Good manual dexterity.
- Ability to accurately read complex drawings

Compensation and Benefits:

- Salaried full time, with paid time off for vacation and illness
- Annual compensation range of \$50,000 to 80,000 based on qualifications
- Comprehensive benefits package including medical, vision, dental, life and disability insurance
- Continuing education opportunities
- A team culture willing to improve processes, work toward a common goal and support one another

We are searching for our site in Fort Collins, CO, USA:

We are looking for a qualified candidate to join our team at Intlvac Thin Film as a Field Service Engineer. This position will be responsible for the supervision and installation of high vacuum thin film deposition systems, retrofits, and customer relations. The ideal candidate will coordinate installation activities including training and scheduling with Intlvac Production Manager. Will also be responsible for visiting customer sites to improve customer relations, monitor company's system operation or perform maintenance.

Are you interested?

If so, do not hesitate to send your application to: intlvacjobs@intlvac.com

We are looking forward to meeting you. For more information, please refer to our website: www.intlvac.com

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