

Field Service Engineer

About us

We are a dynamic and growing small business specializing in the distribution of high-quality on-wafer measurement solutions to the semiconductor industry (<https://www.tceltd.co.uk>). Our customers range from leading universities, R&D centers as well as production environments. We pride ourselves on the added value we provide through our expertise and personalized service. By working closely with both customers and suppliers, we ensure state of the art solutions that drive long-term success.

Your Role

As a **Field Service Engineer**, you will play a vital role in our team, directly contributing to the satisfaction and success of our clients across the UK, Ireland, and Scandinavia. Your key responsibilities include:

- **On-Site Installations:** Work closely with customers, our suppliers and internal operations to carry out seamless installations of our advanced systems.
- **Preventive Maintenance & Repairs:** Perform routine maintenance, repairs, and calibrations to ensure optimal machine performance at customer sites.
- **Technical Training:** Provide essential training and support to customers, empowering them with the knowledge to operate our systems effectively.
- **Remote Troubleshooting:** Offer expert phone and email support to assist clients with technical issues and repairs.
- **Customer Relationship Management:** Be the face of the company, ensuring professional and proactive communication, and fostering strong, lasting relationships with customers.
- **Collaboration:** Work closely with colleagues, suppliers and customers to continuously improve our products and services.

What We're Looking For

To excel in this role, you should bring:

- **Technical Expertise:** A degree or qualification in electrical engineering, mechanical engineering, or a related field.
- **Experience:** At least 2 years of hands-on experience in field service, maintenance, or a similar technical role.
- **Customer-Centric Mindset:** A proactive, solution-oriented approach and the ability to take ownership of customer interactions, ensuring satisfaction and loyalty.
- **Attention to Detail:** Strong problem-solving skills and precision in executing tasks.
- **Communication Skills:** Fluency in English, both written and verbal, to communicate effectively with customers and internal teams.

- **Travel Flexibility:** Willingness to travel frequently (70-80%) mainly within the UK, Ireland, Sweden and Denmark and to our partner factories in Germany and / or the USA.
- **Valid Driver's License:** As this role requires significant travel, a full and valid driving license is essential.
- **Personal Qualities:** Flexibility, intercultural awareness, and a high level of personal responsibility.

Why Join Us?

We offer more than just a job – we offer an opportunity to grow and make an impact:

- **Competitive Salary:** £40,000+ per year (based on experience)
- **Comprehensive Travel Coverage:** All travel expenses fully covered
- **Annual Performance Bonus:** Recognizing your hard work and contributions
- **Tools for Success:** Company-provided laptop, phone as well as necessary tools for the work involved
- **Training: on the job training under the current service manager plus opportunities for training at the supplier**
- **Collaborative Culture:** Work in a supportive, team-oriented environment where your input is valued, and your efforts drive business growth.

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