



About us

ficonTEC is an innovative high-tech company that has rapidly established itself in a highly-specialized market. With continued growth and innovative development since 2001, we are the recognized market leader when it comes to automated assembly and testing of opto-electronic components and (hybrid) photonic devices.

Our technical competence, global customer base, and – importantly – the will to understand our customer’s needs and to find individual and optimum solutions, together make us a competent business and development partner.

ficonTEC is an equal opportunity employer committed to diversity and inclusion that offers a vibrant working environment, a very open and international culture (21 nationalities, 23 spoken languages), sponsors personal and professional developments.

We are hiring

Field Systems Engineer (m/f/d)

ficonTEC is hiring a talented Systems Engineering professional to join the Sales, Service and Marketing team in the US operations. As a Systems Engineer, the candidate will support the company’s business expansion, the sales and service for PIC assembly and testing IloT machines, including VCSELs, both at the device and wafer level. ficonTEC Field Systems Engineers are required to install, service and repair highly automated assembly and testing systems at client’s place of business or via remote online sessions.

Your tasks

Customer success

- Client Engagement and Retention with timely communication
- Train customers in the use of ficonTEC machines and the ficonTEC PCM software

Technical Support

- Perform troubleshooting, service and maintenance on ficonTEC machines at client’s site
- Conduct remote support sessions from home/office using remote control software (TeamViewer)
- Develop new machine processes for clients and adapt/expand existing machine processes in ficonTEC software
- Install new hardware and software at a client’s site.
- Complete Preventative Maintenance



Technical Sales

- Prepare quotes for services, upgrades and spare parts
- Team up with other ficonTEC sales and service engineers
- Help to identify and follow up sales opportunities such as new service contracts, contract renewals and new system sales

Your skills

- Excellent mechanical skills and problem-solving abilities
- Able to work alone and with a team, self-motivated and entrepreneurial
- Good knowledge about computer software and hardware, edge and cloud applications
- Able to travel frequently (up to 8 non-consecutive weeks per quarter)
- Communication skills (active listening, good communicator in verbal and written interactions)
- High attention to details, organized and proactive

Requirements

- Bachelor or Master of Science in engineering, physics or related field preferred.
- 3 to 5-years of experience installing and maintaining complex IIoT machines/systems preferred
- US citizenship is required
- German language skills are a plus
- Ability to lift and carry a toolbox that can weigh up to 50 lbs.
- Candidates will have to attend training courses and product familiarization in Germany

Your application

Have we attracted your interest? Please send your application and CV including your salary expectations in English or German language via e-mail to: jobs@ficontec.com