



Toho Technology Inc., a developer of new technology platforms, is hiring a,

## Field Service Technician

This is a unique and challenging opportunity in Technical Field Service to install and maintain cutting edge semiconductor inspection systems and food safety testing systems in labs across the country. This position will allow you to apply your background and skills in engineering, equipment maintenance, and technology to the fields of Semiconductor and Food Safety. A Service Technician with experience in installation, customer training, and troubleshooting will thrive in this position.

**Work Location:** Chicago, IL Office    **Report to:** Field Service Manager

### Duties and Responsibilities

#### General:

The Service Technician will provide critical Customer Field Service throughout North America and other regions. This position will manage service contracts and perform Preventative Maintenance for all laboratory or commercial sites that have purchased “bench top” laser-based / PC-controlled metrology systems as well as some robotic electro-mechanical process tools at customer sites throughout the United States. The Service Technician will be responsible for maintenance of systems provided by Nanometrics, Toho Technology and CERTUS.

#### Service Technician Toho Office-Related Duties: 30%

1. Create detailed Field Service Reports and recalibration certificates.
2. Discuss with customers over the phone regarding troubleshooting, spare parts, and device operation.
3. Update and maintain accurate CRM accounts and product service records.
4. Monitor Field Service / PM database and promote service for installed equipment.
5. Achieve targeted field service revenue targets on a quarterly basis.
6. Prepare for and participate in monthly Work-In-Progress review and follow up on all action items.

#### Service Technician-Customer Sites Duties: 70%

1. Perform the installation and commission of equipment as per instructional guides and company procedures.
2. Troubleshoot and repair mechanical problems and/or the built-in hardware & software control programming, which includes relay control circuits, laser optics, and electronic boards.
3. Provide Training for customers.
4. Perform any trials / acceptance tests on site as needed.
5. Perform inspections and upgrades of used equipment.
6. Communicate daily with home office on status while at customer sites.

### Qualifications

#### Education Required:

Bachelor’s Degree with a concentration in one or more of the following areas:

1. Mechanical Engineering / Material Science Engineering
2. Electro-Mechanical Engineering
3. Computer Machine Integration

#### Skills Required: Technical

1. Able to apply principles and theories of electronics, electrical circuitry, engineering and mathematics
2. Minimum of 3 to 5 years’ experience in maintenance and repair of electric and mechanical equipment
3. Able to modify the control logics and add rungs/sub-routines in the field as required by customer



4. Able to read, understand and interpret wiring diagrams, schematics, and mechanical, electric, pneumatic and hydraulic drawings
5. Able to troubleshoot and work independently
6. Able to use multi-meters, oscilloscopes, deadweight testers, pneumatic calibrators, electric-motor diagnostic equipment, and other associated instrumentation to perform diagnostics and troubleshooting of Toho equipment

#### **Skills Required: Business**

1. Interact well with customers and answer questions professionally on the phone, by email and in person, promoting customer satisfaction
2. Able to articulate technical applications, processes, features and measurement results
3. Able to communicate with internal sales management and engineering professionals
4. Fluent in English (reading, writing and spoken); knowledge of Japanese language a plus
5. Willing and able to travel up to 50-75% of the month – typically 3 to 4 short trips per month
6. Computer literate (Win XP, Word/Excel/Access/AutoCAD/Outlook)
7. Awareness of health and safety issues in a manufacturing environment
8. Effective time management and productivity
9. Coordinate and manage information exchange between customers and partner companies
10. High level of organizational skills to manage records and sales administration

#### **Physical and Mental Requirements:**

1. The ability to travel by car, air, boat, train and bus both domestically and internationally
2. Able to independently move and/or lift heavy packages (up to 50-lbs)
3. The ability to walk, stand, turn, climb, kneel, sit for extended periods, reach, lift, carry, push, talk, hear and see are basic requirements
4. The ability to use an office phone, cell-phone, fax, photocopier, computer keyboard, laptop and other electronic business tools and related software
5. Mental requirements include, but are not limited to, the ability to concentrate, take initiative, cope with stress, adapt to and stay alert in a business environment and use independent judgment to accomplish all Duties and Responsibilities and Goals
6. Able to work in an office environment with extended periods of sitting at a desk
7. Periodic evening teleconferences or videoconferences with Asia requiring shift change or over-time at company discretion

### **About Toho Technology**

Founded in 1819 in Nagoya, Japan, Toho is a privately-held company that provides engineering, manufacture, distribution and support of diverse industrial and life-science technologies to customers around the world. With significant expertise in precision instrumentation and business development, Toho Technology advances the way products are made, tested and verified within the fields of food safety, healthcare, semiconductor and various industrial technologies. The company has been meeting the evolving needs of industry for more than 85 years and currently operates multiple facilities in Nagoya and other regions of Japan and globally in Chicago, Illinois, Shanghai, China and Jakarta Indonesia. Toho Technology Inc. based in Chicago, Illinois provides product development, new business development, sales and support for its growing base of production and R&D customers. With approximately 800 employees, annual revenue of more than \$350 million allows strong profitable performance for the last 50 years. Toho offers outstanding customer support and an ongoing commitment to excellence, innovation and improvement by aggressively investing in new technologies and people who will meet the challenges of tomorrow.

For more information, visit [www.tohotechnology.com](http://www.tohotechnology.com).

To apply, send your resume to [careers@tohotechnology.com](mailto:careers@tohotechnology.com).