Toho Technology Inc., an industrial technology manufacturer and distributor is hiring a,

**Chicago based: Field Service & Assembly Technician**

**Work Location**: 4809 N. Ravenswood Avenue, Chicago, IL 60640

This is a unique and challenging opportunity in Technical Field Service, maintaining cutting edge semiconductor process metrology 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 field of Thin Film & Material Characterization sales and System Maintenance. A Service Technician with experience in precision electronic assembly, test and troubleshooting will excel in this position.

## Duties and Responsibilities

**Field Service**

1. Discuss with customers on the phone regarding troubleshooting, spare parts, and operation.
2. Perform the installation, upgrade and repair of Toho and Toho partner of equipment.
3. Troubleshoot and repair mechanical problems and/or the built-in hardware & software control programming, which includes relay control circuits, laser optics, and electronic boards.
4. Provide Qualification tests, Training for Operators and Maintenance Technicians and obtain signed acceptance.
5. Keep supervisor informed on progress or problems on site, with written reports and checking in daily using prescribed methods and forms.
6. Complete Field Service Reports and Certificates of Calibration for customers and Toho.
7. Effectively communicate and coordinate between U.S. and Japan offices for product development suggestions.
8. Operate lab tools to run customer demonstrations and format data in PowerPoint presentations for customer use.

**Operations**

1. Prepare a monthly planning sheet, monthly meeting and integrate all objectives into Outlook calendar.
2. Review monthly objectives weekly with supervisor.
3. Ensure consistent communication, replies, daily field reporting and proactive long-term project status updates.
4. Maintain Field Service Records (FSR) in Zoho case logs and standard FSR structures and file naming standards.
5. Update product manual, technical writing and support with ECO's.

**Technical Test & Assembly**

1. Produce and test ECV (electro-chemical capacitance-voltage system) sealing ring consumable for customer instruments.
2. Produce spare parts kits, accessories and sub-assemblies for customer repair jobs.
3. Support parts obsolescence solutions.

**Requirements:**

- Bachelor's degree with a concentration in one or more of the following areas: Mechanical Engineering, Material Science Engineering, Electro-Mechanical Engineering, Computer Machine Integration, Computer Programing, Software Development

**Desired Skills:**

1. Computer literate (Win11, Word/Excel /Outlook, QuickBooks)
2. Experience using a CRM (Zoho, Sales Force)
3. Able to apply principles and theories of electronics, electrical circuitry, engineering, physics, and mathematics
4. Experience in maintenance and repair of electric and mechanical equipment
5. Able to read and understand electric, pneumatic, and hydraulic drawings
6. Able to troubleshoot and work independently and can read and interpret wiring diagrams, schematics, and mechanical drawings
7. 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
8. Understanding of vacuum and experience with vacuum equipment
9. Interact well with customers and answer questions professionally on the phone, by email and in person, promoting customer satisfaction
10. Able to articulate technical applications, processes, features, and measurement results
11. Able to communicate with internal sales management and engineering professionals
12. Awareness of health and safety issues in a manufacturing environment

**Physical and Mental Requirements:**

1. The ability to travel by car, air, boat, train, and bus both domestically and internationally between 50-75%.
2. Able to independently move and/or lift 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, cellphone, 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. Primarily in an office environment with extended periods of sitting at a desk.
7. Periodic evening teleconferences or video conferences with Asia requiring shift change or over-time at company discretion.

**What is Toho Technology?** (see www.tohotechnology.com )

Based in Chicago, Illinois, Toho Technology Inc. is small business with a staff of 10 motivated professionals operating with an entrepreneurial spirit on the northwest side of Chicago. Our team is diverse and multi-lingual, and the President of Toho Inc. is an American citizen, fluent in Japanese, with over 20 years of experience living in and doing business in Japan. To support a growing, global customer base, since 2001, Toho Technology Inc. has established a significant presence throughout the United States, Europe, and Asia, with local sales staff, applications engineers, and field service engineers.

Toho Technology Inc builds upon the history of Toho Technology Corporation, a family-owned company first founded in Nagoya, Japan in 1819. In the first 100 years of business success, the company expanded operations and continued to meet the growing need for newer products and innovative solutions. In Post-War Japan, Toho soon emerged as a distributor and manufacturer of industrial electronics and new technologies with a foundational relationship with Hitachi and other local electronics manufacturers. Today, 850 people strong and based in Nagoya, Japan, Toho boasts an expanded sales and manufacturing team in China, and Indonesia. Toho Technology Inc. sells original Toho equipment and also distributes for key strategic U.S. partner companies to the semi and compound semiconductor markets worldwide.