

## ENABLING THE DIGITAL WORLD

ASMPT SMT is hiring an experienced Field Service Technician II to service and support our customers in the Montreal, Canada region.

The primary responsibilities are to coordinate, manage, implement and /or perform service for new equipment installation, equipment and or system repairs.

### **Key Responsibilities and Duties / Essential Functions:**

- Leading complex equipment trial runs, investigative tests, repairs and overhauls.
- Experience with networking, SQL databases and servers.
- Proven experience and strong affinity for working with SW tools.
- Proven experience analyzing and interpreting large amounts of complex data (i.e. bug reports, production data).
- Providing complex product and service training to customers.
- Leading and participating in complex maintenance of tools, test equipment, etc., and documenting all inspections, maintenance and repair work, and failures.
- Leading and participating in complex service calls and interfacing with customer personnel to provide quality service and feedback on problem evaluation and resolution.
- Leading assessment of complex product/equipment performance based on field support data and design modifications or improvements.
- Performs complex and technically demanding work within technical area.
- Ability to troubleshoot and consult on potential problems and provide effective solutions in relation to application of concepts, techniques, knowledge, or processes.
- Successfully demonstrate leading-edge or extensive knowledge in a technical or specialty area.
- Providing expert advice, training, and technical assistance to support staff, other Field Service team members and training other employees as needed.

### **Work Environment:**

- This job operates in a customer factory site or a home or ASM office environment.



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and software  
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industry



2,000 high-tech  
patents



12,000 employees from  
many different cultures



Annual group sales:  
US\$ 2.49 billion

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### **Physical Demands:**

- While performing duties of this job the employee is required to position oneself to work on equipment at customer sites which could include bending, standing, lying on the floor, and learning to access parts of machine. Employee must also move from one place to another, remain in one position/place for long periods of time, communicate with others and exchange information. Also, you may need to lift or move machine parts or other items weighing up to 50 pounds.



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### **Expected Hours of Work:**

- Days and hours of work are typically Monday through Friday, 8:00 to 5:00 p.m. or as assigned by supervisor based on customer requirements. This position regularly requires overtime and weekend work.

### **Travel:**

- Extensive international and domestic travel required (50 - 75% +)

### **Qualifications and Skills:**

- Must be a self-starter with minimal supervision needed.
- Excellent hands-on skills and ability to navigate through complex problems.
- Good written and oral communication and interpersonal skills.
- Strong analytical background.
- Proficient in Microsoft Office programs.
- Ability to logically troubleshoot complex hardware, software, application and process related issues and convey this information in a way the customer understands.
- Practical / theoretical in-depth knowledge of PLS / PRS software products.
- Intermediate to advanced levels of experience with the installation, networking, functional use, and troubleshooting of PLS / PRS products.
- Must be able to work overtime and weekends, as needed.



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**Education and Experience:**

- Associate degree or 1-2 years of vocations technical training preferred. HS diploma or equivalent required. Specialized skill training/certification may be required.
- Experience within the SMT industry preferred.
- SW and networking experience required.

To apply for this position, please send us your resume to  
[Jim.X.Prokop@asmpt.com](mailto:Jim.X.Prokop@asmpt.com)

We are looking forward to hearing from you!