



## ENABLING THE DIGITAL WORLD

Smartphones, computers, networks, self-driving cars, intelligent machines, the latest medical advances, renewable energy – the digital transformation makes our lives easier, safer, and more comfortable.

And we are at the center of it all: The world's leading technology companies manufacture their products with innovative solutions from ASMPT.

**The ASMPT team is looking to immediately fill the following position:**

### Senior Service Manager

ASMPT is a leading global supplier of hardware and software solutions for the manufacture of semiconductors and electronics. We have a direct-hire opportunity for a Senior Service Manager.

#### Job Summary:

Reporting to the VP/GM, this position is responsible for leading a (~70 ee) team performing tool installation, start-up, diagnosing, troubleshooting, and repairing complex electro/mechanical equipment at customer locations in multiple states. Provide direction and support for field service team by establishing processes, procedures and serving as mentor. Work strategically with VP/GM to drive continuous improvement throughout the organization. Work in concert with customer and team to ensure that all requirements and service metrics, as outlined in the contract/agreement, are met on a consistent basis.

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

- Collaborates with key account customers to understand their business needs and strategic objectives, builds relationships with decision-makers and identifies, develops, and closes enterprise services business opportunities.



Largest hardware and software supplier for the electronics industry



2,000 high-tech patents



12,000 employees from many different cultures



Annual group sales: US\$ 2.49 billion

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- Ensures strategies for effective support of customers are developed, agreed, and implemented and that customer satisfaction is maintained and improved per established targets.
- Develops and ensures key reporting and metrics are set up and maintained for region and site.
- Drive, reinforce and champion safety-first culture throughout organization.
- Coach, mentor and develop Service Managers and assists in the development of the team.
- Actively manages sales of Service Contract, resources allocation and planning for customers.
- Analyzes operational processes, escalation procedures and performs training needs assessments for identifying opportunities for service delivery improvements and value add to the customer/clients.
- Utilizing analytical skills, structure resources, manage budget and ensure resources are in place to support customer activities.
- Participates in ASMPT worldwide support community and actively shares knowledge.



Active in over  
30 countries

### Education and Experience:

- Bachelor's degree in engineering required.
- 20+ years' experience managing capital equipment in electronics industry required. Semi-conductor experience a plus.
- 10+ years' experience managing a services team required. Experience leading a larger (30+ ee's) team preferred.
- Experience working in a global matrixed organization a plus.

### Qualifications and Skills:

- Strong communication (written and verbal) skills.
- Safety first mindset.



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- Internal and external customer focus.
- Strong presentation skills including ability to interface and present to customers at all levels.
- Strong analytical skills.
- Key account experience with Intel a plus.
- Proficient in MS Office suite: Excel, Word, PowerPoint, Outlook, Teams

### **Supervisory Responsibilities:**

- Directs a team of up to 5 Managers and up to 70 employees total.

### **Work Environment:**

This job operates in both an office environment as well as a manufacturing and cleanroom environment requiring appropriate and safe attire.

### **Travel:**

Up to 20% Domestic or international travel required.

### **Did we raise your interest?**

ASMPT is committed to equal employment opportunity and equal pay regardless of e.g. race, colour, religion, sex, national origin, sexual orientation, disability or gender identity.

To apply for this position, please send us your CV and cover letter.

We are looking forward to hear from you!

APAP, Beaverton, Oregon, USA

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