

*FemtoTools is a high-tech Swiss company that develops and sells high-resolution, microchip-based nanoindenters for applications in materials science, metallurgy, thin films, and microsystem technology. Powered by our unique technology, we are rapidly growing both our team and our global customer base.*

# Customer Support and Service Engineer

We are looking for a highly-motivated engineer to join our team and install our instruments at top research facilities around the world. Furthermore, through local and remote training, you will support our customers to ensure positive customer experiences and success in the use of our systems.

## **What you would do:**

- Installation of our measurement instruments in facilities around the world
- On-site and remote training of our customers on our instruments
- Respond to customer inquiries and provide solutions as well as training on specific applications
- Troubleshoot and test instruments and their performance, both remotely and in the field
- Provide issue reports to the development team, based on the experiences encountered during the customer interactions
- Contribute to the continuous improvement of the products and the customer support
- Support sales projects with test measurements and product demonstrations

## **What you should bring:**

- Master degree in mechanical or electrical engineering or similar
- Extensive knowledge in material science including metallurgy
- Experience with high-precision, complex measurement instruments such as scanning electron microscopes
- Excellent spoken and written English and German language skills are required
- Willingness to travel on short notice on a regular basis (20% - 60% international travel)
- Driver's license
- Good understanding of electronics and hands-on experience in testing and debugging of electronic circuits is a big plus

## **Who we are looking for:**

- Open and positive mindset, also in the event of unplanned hurdles or setbacks
- Excellent problem-solver, resilient and perseverant attitude with a confident approach towards complexity
- Outstanding communication skills and passionate towards creating a positive customer experience
- Flexible in working outside of usual business hours on short notice

## **Why will you love Femtotools:**

- We are a great and growing team: You will be part of a multicultural, highly-motivated, and committed team of experts in engineering, physics, mathematics and material science.
- We offer a winning solution: Due to the unique microchip-based sensor technology, our instruments are unmatched on the market. As such, you will be training and supporting our customers towards achieving truly world-leading results in their field.
- Travel around the world: For the installation of our products at the facilities of our customers, you will travel the world, directly working with people from different cultures and backgrounds.
- Growth opportunity and market competitive salary: Together with our rapidly growing market share, our team is constantly growing, continuously creating new opportunities and positions within our organization.
- Ability to create impact on a global scale: You will empower leading scientist around the world to successfully apply our unique instruments for their research toward the development of the materials of the future.

Interested to join the highly-motivated FemtoTools team in Switzerland? Candidates with a keen interest are invited to forward their complete application (CV, reference letters, diplomas incl. transcripts etc.) by email to: [jobs@femtotools.com](mailto:jobs@femtotools.com)