Headquartered in Asslar, Germany, Pfeiffer Vacuum is one of the world’s leading providers of vacuum solutions. In addition to a full range of hybrid and magnetically levitated turbo pumps, the product portfolio comprises backing pumps, measurement and analysis devices, components as well as vacuum chambers and systems. Founded in 1890, Pfeiffer Vacuum is active throughout the world today. The company employs a workforce of some 3,200 people and has more than 20 subsidiaries.

We are looking for a

Application Support Manager – Shanghai

Your responsibilities will include:

- Support sales force:
  - Visit customer with sales for technical/application aspects.
  - Complete and sign application visa:
  - Get relevant application information from customer.
  - After validation with PV SAS HQ, recommend best corresponding pumping solution (using Vactran software if necessary) including peripheral accessories to the pump.
  - Provide part number.
  - Evaluate failure risk during warranty period depending on actual chosen pumping solution.
  - Instruct FSE on suitable pump settings.

- Support Service:
  - Survey pump installed base to identify critical situation which would need corrective action.
  - Investigate pump process failure root cause in coordination with Customer Quality Manager and PV SAS H/Q.

- Technical support leader:
  - Be the only contact windows of key-account for technical questions. Provide answers with the help of other departments and HQ.

Requirements:

- Mandatory:
  - Minimum 15 years experienced in vacuum and customer production processes with preference for Semiconductor and/or Solar and/or FPD Markets.
  - Familiar with factories environment both from facility and clean room side.
  - Chemist profil.
  - Management experience.
  - Fluent English.

- Optional:
  - Familiar with semiconductor production technological steps such as CVD, Etch, Implantation, Photolithography, Diffusion, Metrology, epitaxy and tool OEM’s

We look forward to receiving your application!
Pfeiffer Vacuum (Shanghai) Co., Ltd – HR Dept.- Danny Yu
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