

**APPLICATIONS AND CUSTOMER SUPPORT ENGINEER**

TeraView Ltd is the world’s first and leading provider of terahertz solutions to Fortune 500 companies, in a variety of industries. TeraView was created in 2001 from a relationship between the Toshiba Corporation and the Cavendish Laboratory at the University of Cambridge. TeraView’s vision is to establish terahertz as the premier imaging and inspection tool for the 21st century.

We are currently seeking a technical support engineer to join TeraView’s Semiconductor Group in Cambridge, UK. The primary function of the role will be to assist in pre- and post- sales support of TeraView’s THz based time domain reflectometry (TDR) systems for the semiconductor market. TeraView’s proprietary product, electro optical terahertz pulsed reflectometry (EOTPR), was developed in close collaboration with a major semiconductor device manufacturer. Through the efforts of the team at TeraView, EOTPR is now being used across the industry in failure analysis and inspection applications for advanced semiconductor packaging technologies used in mobile communications and computing.

KEY TASKS AND RESPONSIBILITIES

* Pre- and post- sales support of TeraView’s THz based TDR systems and imaging systems for the semiconductor market. This includes supporting existing semiconductor customers with the operation and maintenance of their terahertz equipment. Such support to be provided by phone, e-mail, and on site.
* Process customer samples and conduct product demonstrations.
* Work with customers on data interpretation, and contribute to the development of algorithms and software to make TeraView’s products more user friendly.
* Publication of applications notes and conference papers.
* Support trade shows.
* Run customer training and education events.
* Become a customer advocate by providing constructive feedback to the factory.
* Servicing and maintaining instruments both in the field and in-house.
* Alignment and set up of newly built instruments.
* Factory Acceptance testing.
* Installation and Site acceptance testing.

### PROFILE, SKILLS, EXPERIENCE & CHARACTERISTICS REQUIRED

The ideal candidate will possess:

* A minimum of BSc in physics or electronic engineering degree, or equivalent, an advanced degree in the relevant field is highly desirable.
* Strong analytical skills with knowledge of signal processing and wave form analysis.
* Excellent customer facing skills.
* Excellent technical communication skills both written and oral. This includes being able to present technical concepts to customers with a diverse knowledge base and skill set from R&D scientists and engineers to non-technical customers.
* International experience. Must possess strong integration skills that cross different countries and cultures.
* A willingness to extensively travel internationally (greater than 50%).
* Previous experience of working in service/support of scientific instrumentation.
* Knowledge of lasers and alignment.
* Knowledge of electronics.
* Positive, can-do attitude, team player.
* Experience in the any of the following areas would be a plus but is not required: semiconductor or semiconductor equipment industry, semiconductor failure analysis, GHz TDR, terahertz systems, femtosecond lasers, and laser optics.

Job location is Cambridge, UK but the successful candidate will be expected to more than 50% of their time at customer locations around the world.

**FURTHER INFORMATION**

To apply for this vacancy, please send your CV together with a covering letter which should give details of your current remuneration and examples of where and how you have applied your skills in previous working environments. The letter should also highlight how your skills could be used within TeraView. These should be sent to: [recruitment@teraview.com](mailto:recruitment@teraview.com)

TeraView offers an excellent salary and benefits package, along with the opportunity for highly-motivated staff to work together in a friendly, intellectually stimulating and challenging environment where there is plenty of scope to influence and shape the development of products in one of the newest, and most exciting, areas of technology.

We are an equal opportunities employer and pride ourselves on our diverse workforce. For further information and background on the company, please visit our website on: [www.teraview.com](http://www.teraview.com/)

No agencies please.