



 For more information and to apply for this position, email us on hr@intelligentmemory.com

Intelligent Memory Limited
www.intelligentmemory.com

Senior Field Applications Engineer - Semiconductor

Starting time: Immediately

Work Location: US East or West Coast

What we offer

At IM, we believe that every team member is key to our success in business. For that reason, our aim is to create an environment that enables everyone to contribute in the best possible way. Below are examples of the benefits we offer and the culture we live. As we are a very dynamic organization, benefits will constantly be reviewed and optimized based on individual requirements and inputs.

- Highest level of **Respect**, regardless of any differences in culture, background or opinion
- **Diversity** and **open communication** as a core value to IM
- Regular team activities such as short trips, team building events or activities at or after work to support a strong **team spirit**
- **Personal development** through individual or group trainings, regular feedback and prioritizing internal career development
- **Work-life-balance** through flexibility working time or the option to work from home
- Support a **healthy lifestyle** with a variety of small contributions that depend on region, work location and individual requirements

Your profile

- Bachelor degree in Computer Science or Electrical Engineering and 5 years of direct customer support on semiconductor or related fields
- Ability to work with international team across geographically dispersed area
- Language skills: Excellent communication, verbal, and written fluency in English. Additional language expertise are a plus.
- Ability to interact with customers on different levels: Product Management, Engineering, FAE, Sales, Procurement, Supply Chain, or C-level
- Ability to work in a global and diverse environment
- Willing to learn and improve upon your existing knowledge
- Strong team spirit
- Proactive and professional attitude
- This role requires domestic and international travel, required travel: around 30%

Main tasks include

- Provide first level technical support to all customer base in the Americas, including pre-sales, post-sales, and design-in support
- Technical focal point for both customers and internal team
- Manage technical cases in the Americas, assure timely solutions and feedback
- Create or review technical documentation
- Provide technical market intelligence and support corporate strategy for future products from a technical perspective of view
- Main focal point for end customers Failure Analysis
- Responsible to on-board all manufacturing rep, rep companies, catalog distributors, and traditional distribution partners for Americas on all technical related items
- Responsible for distribution and direct customers across all regions in America
- Team up with distribution partners, by attending trade shows and/or visiting end customers

- Coordinate any logistics between end customers, external partners, and internal technical and non-technical teams.
- PCN / EOL notifications and tracking
- External representation of IM during tradeshows
- Creation of presentation material for internal and external purpose