

Job Description

OptimalTest, Ltd

Position: IT Customer Support Engineer

Key Skills: C, Java Script, XML, SQL Server

Experience: Minimum 2 years

Department: Customer Operations

Location: San Diego, CA

Position Summary

An OptimalTest IT Customer Support Engineer works as part of a dynamic team. While the role is truly one of an individual contributor, a high degree of interaction and teamwork is required to be effective in the role.

The Technical Support Engineer is responsible for resolving code level OptimalTest software issues as they are escalated from the Customer and providing interface to the R&D and Marketing at OptimalTest headquarters. The IT Customer Support Engineer is also responsible for maintaining and improving the current OptimalTest maintenance releases.

The position described below is a job profile that is generally representative of current or future openings at OptimalTest. By responding to this posting, you are not necessarily applying for an open position. You will be providing input that will enable OptimalTest Recruiters to more effectively match you to current and future job openings. Please take the time to learn a little about the company by visiting www.optimaltest.com.

Responsibilities

- Debugging and resolving technical software issues as they relate to software coding, database, and logical OptimalTest application use.
- Effectively interact with Production Support Customer Engineers, and OptimalTest Product Development to troubleshoot and independently repair coding defects as found within current OptimalTest software releases.
- Develop and maintain a deep technical understanding of OptimalTest software applications in order to effectively support OptimalTest customers
- Work with OptimalTest Product Management to design, code enhancements and develop patches to current OptimalTest applications.
- Ensure that every customer is treated professionally and with respect
- Act as a customer advocate to OptimalTest Product Management and OptimalTest Product Development

Scope

Under occasional supervision, assume responsibility for troubleshooting and fixing defects within current OptimalTest software products and in a high volume semiconductor test environment. Exercise sound judgment within defined policies and procedures to determine appropriate action. Provide a last line of defence for resolving technical customer issues and ensuring customer satisfaction.



Requirements

- ▲ A minimum of a BS in Computer Science or related discipline
- ▲ Minimum 2 years experience in .NET/C# or other high level programming language
- ▲ Proven experience with SQL and/or Oracle, and relational database concepts
- ▲ Proven experience debugging and troubleshooting software-related issues
- ▲ Experience with HTML/XML and Java Script
- ▲ Experience with Java script
- ▲ Excellent communication and professional skills
- ▲ Previous experience with customer-facing roles and responsibilities
- ▲ A strong desire to see customers using OptimalTest succeed in solving their business problems
- ▲ A positive attitude and desire to make an impact on an organization

Plusses

- ▲ Knowledge of 200mm and 300mm automation standards in a semiconductor manufacturing environment;
- ▲ Knowledge of semiconductor ATE tools (Advantest, Teradyne or Verigy);
- ▲ Knowledge of tools such as PDF Solutions DataPower, Synticity, etc.
- ▲ SPC or APC.

Please forward your resume to Recuiting@OptimalTest.com .