



We are looking for a dedicated individual to join our team as soon as possible as a **Applications & Technical Support Engineer (m/f/d)**

Your role

As part of our technical support team, you'll play a crucial role in ensuring our customers' success. If you thrive on solving technical challenges and enjoy engaging with clients, this position is tailor-made for you.

Your tasks

Core

- Carry out remote or in-person tests on customer machines to identify any issues.
- Carry out basic optical path alignment and maintenance.
- Become proficient in the fabrication of 3D-printed freeform waveguides and micro-optical elements, deploying them on Vanguard Automation's 3D lithography systems.
- Support customers in developing, deploying, and running their specific processes and in integrating our solution into their workflow.
- Interface with the Vanguard Automation engineering team to address critical customer concerns.

Growth opportunities

- Develop strong customer relations at a technical level to gain further insight into direction and needs of the customer.
- Analyze problems and recommend solutions on the Vanguard Automation platform to optimize customer results.
- Collaborate closely with the Vanguard Automation engineering teams on new product ideas and standard process improvements.

Your profile

- Bachelor, Master or PhD degree in Optics & Photonics, Electrical Engineering, Microsystems Engineering, Physics, or a comparable qualification
- Able to work independently within a multi-disciplinary team
- Experience in design, fabrication, and testing of integrated optical components, and/or the development of fabrication processes for photonic devices, ideally based on 3D lithography is a plus
- Strong communication skills ideally combined with experience in customer interaction
- Full professional proficiency in the English language

Your application

Please send us your detailed application with curriculum vitae, references, certificates, and salary requirements by e-mail to jobs.vanguard@mycronic.com.

