

Senior Customer's Solution Engineer

Briefly

Do you have a background in the Semiconductor industry, strong technical and communication skills and want to be part of successful innovative global company growth develop semiconductor components to the Automotive, Datacenters and Industrial markets? Then this is just the right job for you! We have an immediate opportunity for an experienced, Sr. Customer Solutions Engineer with a track record of successfully understanding customer's needs, moving customers to production and analyzing & solving technical challenges.

Job description

You will work on customer systems and provide technical solutions, convinces customers to use VisiC power devices in designs, converts opportunities into design wins, and managing all customer support activities.

In your new role you will:

- Communicate effectively with R&D and Marketing for technical requests and manage all inbound customer support activities.
- Support the customer through the design cycle from sample, prototype, pilot, pre-production, to production with hardware debug, system-level knowledge.
- Hand-on to support customer solution development and problem-solving.
- Pre-sales support to convince the customer of GaN system benefits and selling GaN's value.
- Technical knowledge to understand customer's intentions and support customer's requests.
- Work with Sales Account Managers to aggressively win designs and grow revenue.
- Qualify opportunity and determine if there is a fit for GaN power device.
- Work with customer on Quality claims and determine the root cause of application failures
- Responsible for the training material and training sessions.
- Provide customer feedback, application trends to Marketing for new product development.

You are best equipped for this position if you have:

- BSc. in Electrical or Electronic Engineering or similar with 3-5 years semiconductor experience or similar work in an application laboratory or development department in power electronics.

- Strong technical communication skills; ability to communicate with the customer. development/application engineers on system-level & component level.
- Power electronics hand-on above 3kW and up to hundreds of kW
- Good understanding of different topologies in Automotive, Datacenters and Industrial solutions.
- Experiences with circuits design, component selection, loss calculation, layout, magnetic.
- Analytic and a team player.
- Familiar with industrial standards and compliances; JEDEC, AEC-Q, UL, EMI/EMC, etc.
- Ability to travel frequently to customers.
- Fluent communication skills in English. German, Chinese language skills is a plus.

Preferences:

- MSc. in Electrical Engineering with special in Power Electronics with 5-15yrs semiconductor experience and/or Power Electronics design.
- Experience related to customer support in high voltage (>600V) and high-power applications above 3kW.
- Working experience with Automotive tier-1 engineering teams.