

## Company Information



**Ascenx Technologies (Vietnam)** - Unit 5B, 5th Floor, Standard Factory Building, Road 14, Tan Thuan EPZ, Tan Thuan Dong Ward, District 7, Ho Chi Minh City

**Ascenx Technologies is hiring!** Work with smart people and help change the course of technology every day. Be the talent that is behind market-leading semiconductor equipment technology. Ascenx is a United States corporation with strategic offshore operations in Vietnam. Ascenx works with some of the world's largest global semiconductor manufacturing equipment corporations delivering end-to-end engineering service solutions to our customers. Ascenx Technologies (Vietnam) provides sustaining engineering and service support to our customer's semiconductor inspection tools.

Ascenx Technologies is a professional organization that places high value on people and the individual's competence that they contribute. People enjoy working at Ascenx. They enjoy the team camaraderie, flexibility, development opportunities, and feeling part of the company's success. Come and be proud to be an integral part of helping our international customers to provide engineering services and to develop engineering solutions to support their products that are installed around the world in semiconductor fabrication plants.

Contact: **HR Department**

Phone Number: **(8428) 3620 5581**

Email: [vn\\_hr@ascenx.com](mailto:vn_hr@ascenx.com)

## Job Information

**Job Title: HelpDesk Engineer**

As a HelpDesk Engineer you will be responsible for a variety of tasks related to **supporting buyer and logistic personnel about technical concern** in global support services department in order to maintain serviceability to our customer's tools in the semiconductor equipment manufacturing industry.

### Roles and Responsibilities:

- Review product documentation for obsolescence replacements of legacy products such as printed circuit board assemblies, engineering assemblies, layouts/schematics, cable harnesses, electrical components, and mechanical components
- Extract and analyze the bill of materials and product structure of parts, sub-assemblies, and assemblies
- Identify electrical and mechanical design drawings for root cause analysis
- Review and analyze product documentation to ensure correct answer to buyer and logistic personnel.
- Cooperate with other groups such as Sustaining Engineering, Global Support Services, Product Support, QA, R&D, buyer and supplier to get all needed data for constructive solution
- Provide regular updates on project progress and project reports

### Job Requirements:

- Degree in Electronics/Electrical/Mechanical/Mechatronics Engineering or related subjects
- Proficient in English, both verbal and written: ability to support technical documentation and process issues with global customers and international colleagues (engineering procedures, operating and maintenance instructions).
- Natural talent for procedures, processes and engineering documentation with attention to detail
- Hands-on industrial experience with professional engineering processes.
- Work experience using software tools for production planning, product lifecycle management, and/or quality management can be beneficial
- Must be self-directed, able to multitask with little direct supervision, and able to manage multiple projects within tight deadlines
- Ability to effectively work within a team to expedite completion of project tasks with other functional groups

**Preferred Language: English**

**Work Place:** **Ascenx Technologies** - Unit 5B, 5th Floor, Standard Factory Building, Road 14, Tan Thuan EPZ, Tan Thuan Dong Ward, District 7, Ho Chi Minh City

**Salary:** depends on relevant qualifications, skills, and experience