

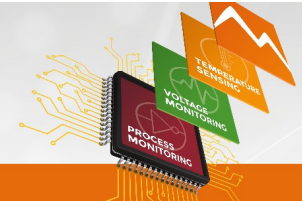
Role: Principal Apps Engineer

Reporting to: CTO/ Engineering Director

Based: Plymouth, UK



In-Chip Monitoring
Subsystem Solutions



About the Company:

Moortec Semiconductor is no ordinary company. We are looking for talented and enthusiastic self-starters with inquiring minds who are willing to support our cutting edge work in semiconductor IP design. We licence our in-chip monitoring products to a range of Blue Chip companies around the globe. From modest beginnings in 2005, we have now established ourselves as market-leaders and a forward-thinking company with a truly global reach.

Our working environment is welcoming and friendly and you'll be surrounded by some of the brightest minds in the industry and world-class Engineers. For some of our roles it doesn't matter if you're not from an engineering background but it's always important you can share our company values of; **Expertise, Teamwork, Integrity and Balance.**

We can offer employees a challenging and fulfilling career path, where you will be encouraged to let your ideas flourish at every level and be supported in your development to fulfil your potential.

We offer an excellent salary and benefits package, flexible working arrangements, regular social events and modern offices in one of the most beautiful areas of the UK. We're close to outstanding beaches and exceptional coastline, rolling hills and lush green countryside, the dramatic moors and all the entertainment, shops and restaurants offered by Plymouth; Britain's Ocean City.

About The Role:

The Principal Apps Engineer will be the interface across a dynamic Sales team and the Engineering department. They are the focal point for technical escalations by customers, who will be working alongside Moortec's Account Managers and Sales staff. They will build the foundations and optimize the Customer Support function within Moortec, taking responsibility for ensuring the appropriate support and timely solutions are provided to our customers, whilst enabling centralisation, prioritisation and tracking of those requests. A high degree of technical knowledge, customer interaction and teamwork is required to be effective in the role.

Responsibilities and Duties:

- Responsible for the full cycle of support communications between Moortec and the customer e.g. taking support calls, making assessments, answering questions, providing technical feedback, feeding back to the customer and following-up if appropriate
- Ensure efficient and effective scalable systems and processes are in place within the business e.g. logging customer calls, a ticketing system, tracking progress, developing FAQs
- A deep technical understanding of our products in order to effectively support customers
- Run simulations of existing IP to assist in debugging customer issues
- Analyse and process silicon data from various sources and compare to simulation data
- Run layout tools and review DRC violations reported by customers
- Review and improve our own internal technical documentation to support the integration and use of our technology by customers, to include drafting of Application Notes that will accompany product technical documents

- Define and take ownership of the customer support standards within the business
- Be the customer advocate and make sure MoorTec are providing customers with what they want
- Pro-actively identify and suggest improvements to the customer support function e.g. analysing trends in customer queries, understanding why the queries have arisen, avoiding the need for future queries etc.
- Support the customer during production and bench test bring-up
- Make calls and visits with customers to support their integration of the IP where necessary
- Generate reports on support status and support call trends
- Ensure that every customer is treated professionally and with respect

Qualifications, Skills & Experience:

- Degree (or equivalent) in Electronic Engineering or a related field
- Professional and technical background within the Semiconductor industry, in particular a good understanding of transistor level physics
- Significant experience of working in similar customer-focussed role
- Familiar with Sales CRM systems and ticketing systems
- Strong communication and interpersonal skills with outstanding commitment to excellent customer service
- Passionate about creating and developing strong and long-lasting relationships with customers
- Experience working within a commercial environment with timescales and deadlines
- Thorough and diligent attitude to work and attention to detail
- Experienced with analogue mixed-signal design and simulation environments

Salary & Benefits:

- Competitive salary
- Regular pay reviews and company bonus scheme
- 28 days holiday + bank holidays
- Company pension scheme
- Life assurance cover
- HealthShield cash plan
- Gym Membership
- Access to company share scheme