



12/3/25

Product Support Engineer

Job Description:

The mission of the Product Support Engineer is to provide technical support and assistance to customers and internal production staff. They will be responsible for day-to-day inquiries ranging from basic product information to detailed technical assistance and know-how. They will aid customers with product selection, purchasing inquiries, installation and operation of equipment. The Product Support Engineer will also help support ion beam source and electronics manufacturing and testing. The Customer Support Engineer will wear many hats and work in the Sales and Engineering Departments.

The Product Support Engineer will report to and work closely with the General Manager. Specific projects will be assigned by the Chief Technical Officer.

Specific Job Duties:

- 1) Assist customers and production staff with technical support for PPG products.
- 2) Provide customers with brochures, manuals, technical notes, and quotations.
- 3) Visit customers if necessary and follow up to ensure their needs are being met and determine if there are any issues.
- 4) Assist with the development of PPG products including new sources and grids.
- 5) Provide general support for Production, Sales and Engineering.
- 6) Help with part and assembly inspection from outside shop services and vendors.
- 7) Help identify production quality issues and assist with failure analysis.
- 8) Assist with manufacturing documentation improvement associated with fabrication such as work instructions, drawings, bill of material, etc.
- 9) Maintain a clean work environment.
- 10) Follow all Shop Safety procedures and participate in training and periodic inspections.
- 11) Assist in problem solving, training and mentoring others.
- 12) Other duties as required.

Growth Opportunities:

- 1) Learn about ion beam source manufacturing and its industrial applications.
- 2) Design next generation hardware and electronic solutions.

Educational and Relevant work experience:

Schooling or technical training on Ion Beam Sources and power supplies
Technical and/or manufacturing background
Computer and software savvy.
Excellent people skills.
Familiar with and safety conscious working with DC and RF high voltage and current.
Like to work with their hands and appreciate making precision hardware. Able to lift heavy equipment.

Job Pay and Perks:

- 1) Annual salary based upon Applicant's experience with range of \$80k to \$100k.
- 2) Four (4) day work weeks.
- 3) Two (2) weeks of vacation as per Company Policy Manual
- 4) Health insurance benefit as described in the Company Policy Manual.