

A Day in the Life of a Field Service Engineer



A Field Service Engineer's (FSE) day is never the same. That's why this role is so interesting — every day is a new experience. Here's what a typical day might look like if you want to become an FSE.

Beginning of Shift

- Check-in with the customer for an update on the work in progress.
- Change into your required cleanroom suit to help control contamination.
- In the cleanroom, you retrieve tools, find the online preventive maintenance checklist and procedures, then begin safety inspection and work on Applied Materials production equipment.
- The customer texts that there is an unexpected issue on a chamber.
- A new service case is opened to track the new work order.
- You consult with the customer to better understand the issue and gather diagnostic data using digital tools.
- After the analysis, you determine a new power supply part is needed. You order the part and update the customer.
- You continue the preventive maintenance while waiting for the new part to arrive.



Middle of Shift

- Before leaving for a break, ensure your workstation is in a safe condition and the checklist is up to date.
- You return to work to find the new power supply part has been delivered and is ready to be picked up.
- After replacing the power supply, you tell the customer the issue has been resolved.
- You partner with the customer to put the chamber back into production.
- You update the service status and ship the old power supply back to Applied Materials.
- You return to performing the preventive maintenance.



End of Shift

- After completing your preventive maintenance, you update the checklist and service case.
- A safety inspection around your workstation is conducted to ensure everything is in safe condition.
- You inform the customer that preventive maintenance is complete and recovery can start on the machine.
- All of the tools are put away and you prepare used parts for return.
- When the workers for the next shift arrive, you pass down the status of work completed.



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