Job title: Customer Engineering Support Engineer  
Salary: Negotiable, depending on experience  
Position: Permanent  
Location: Glasgow, Scotland

FTDI requires an experienced Customer Engineering Support Engineer with strong technical ability, excellent communication skills, and a strong track record of customer contact. The successful candidate will be responsible for handling customer product issues, product design support, training the sales force and distributors' FAE’s on products, application and technical note authoring, and communicating with the R&D team for progress update. Although the role is primarily based in the UK head office, some travel may be required.

Responsibilities:
- Full technical support throughout project cycle including pre-sale, design-in, and mass production, on FTDI product line-ups.
- Deliver customer support in a timely and ethical manner via e-mail or telephone.
- Assist FAE’s to drive technical actions to close design wins.
- Development of product knowledge to assist the sales force and distributors’ FAEs support their daily customer engagements.
- Communicating with the R&D team for application and project support update.
- Writing of application/technical notes for FTDI product as well as developing sample MCU code.
- Analyse and debug any field returns to identify failure mechanism to improve product design.
- Write and debug application software to test the function of hardware as necessary.
- Liaise with FAE’s to identify problems associated with driver related bugs.
- Document and archive problem log.
- Attend exhibitions in the UK and abroad to meet customers face to face if required to do so. (Some travel required).
- All work to be completed in a timely manner. Specific schedules to be set and agreed with customers & engineering manager, with any slippage in schedules to be notified ASAP to the management or Project Leader as appropriate.

Skills:
- Degree major in EE or equivalent is essential.
- MCU development experience in assembler language and C (essential)
- Experience with Linux OS required
- Ability to understand digital (mainly) and analogue design schematics.
- Understanding at least two of SPI, I2C, USB, Ethernet, CAN (protocols and applications) would be advantageous.
- Previous graphics controller design advantageous.
- Ability to plan and manage tasks.
- Good analytical and problem solving skills.
- Must be fluent in written and spoken English.

Applicants should apply in person by email using the link provided and include a CV and cover letter in Word or pdf format. Only open to candidates eligible to work in the UK without any work permit restrictions. No agency applications please.

About FTDI Chip

FTDI Chip develops innovative silicon solutions that enhance interaction with the latest in global technology. The major objective from the company is to ‘bridge technologies’ in order to support engineers with highly sophisticated, feature-rich, robust and simple-to-use product platforms. These platforms enable creation of electronic designs with high performance, low peripheral component requirements, low power budgets and minimal board real estate.

FTDI Chip’s long-established, continuously expanding Universal Serial Bus (USB) product line boasts...
such universally recognized product brands as the ubiquitous R-Chip, X-Chip, Hi-Speed and SuperSpeed USB 3.0 series. In addition to both host and bridge chips, it includes highly-integrated system solutions with built-in microcontroller functionality. The company’s Embedded Video Engine (EVE) graphic controllers each pack display, audio and touch functionality onto a single chip. The unique, streamlined approach utilised by these ICs allow dramatic reductions in the development time and bill-of-materials costs involved in next generation Human Machine Interface (HMI) implementation. FTDI Chip also provides families of highly-differentiated, speed-optimised microcontroller units (MCUs) with augmented connectivity features, specifically designed with compatibility to its USB and Display product lines in mind. These MCUs are targeted for key applications where they can add value with their superior processing performance and high levels of operational efficiency.

FTDI Chip is a fab-less semiconductor company, partnered with the world’s leading foundries. The headquarter is located in Glasgow, UK and is supported with research and development facilities in Glasgow, Singapore and Taipei (Taiwan) plus regional sales and techical support sites in Glasgow, Taipei, Tigard (Oregon, USA) and Shanghai (China).

For more information go to http://www.ftdichip.com

Contact Details –

Future Technology Devices International Ltd.
Email : recruitment@ftdichip.com
Web URL : http://www.ftdichip.com