

# ASML

## Mission accepted

The benefits of working in Customer Support at ASML



# Solve a new challenge everyday

At ASML, we make the EUV (extreme ultraviolet) and DUV (deep ultraviolet) lithography machines that are responsible for manufacturing our customers' microchips that ultimately end up in every piece of technology found around the globe. Our customers need to keep these machines running 24/7 because a machine that's down can cost them thousands of dollars per minute. Our Customer Support team makes sure this doesn't happen.

They are our 'agents of impossible missions' because they aim to detect problems before they impact production. In order to do this, they use deterministic diagnostics and other predictive methods to optimize maintenance and upgrades together with our customers' production schedules.

Whether you're a generalist who loves to travel and experience the fast pace of production inside a fabrication site, or a specialist who would rather stay in one place and provide advice for particularly challenging problems, there is a place for you in Customer Support!

## Why work for ASML

- Stability and growth opportunities
- Flexible workplace
- Health, 401k, and family benefits
- Multi-disciplinary and diverse working environment
- Advancement through education, job training and mentorship programs

**“What we do isn't rocket science, it's better than rocket science!”**

Summer Young  
Customer Support Manager



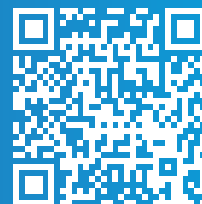
# Learn, develop and travel

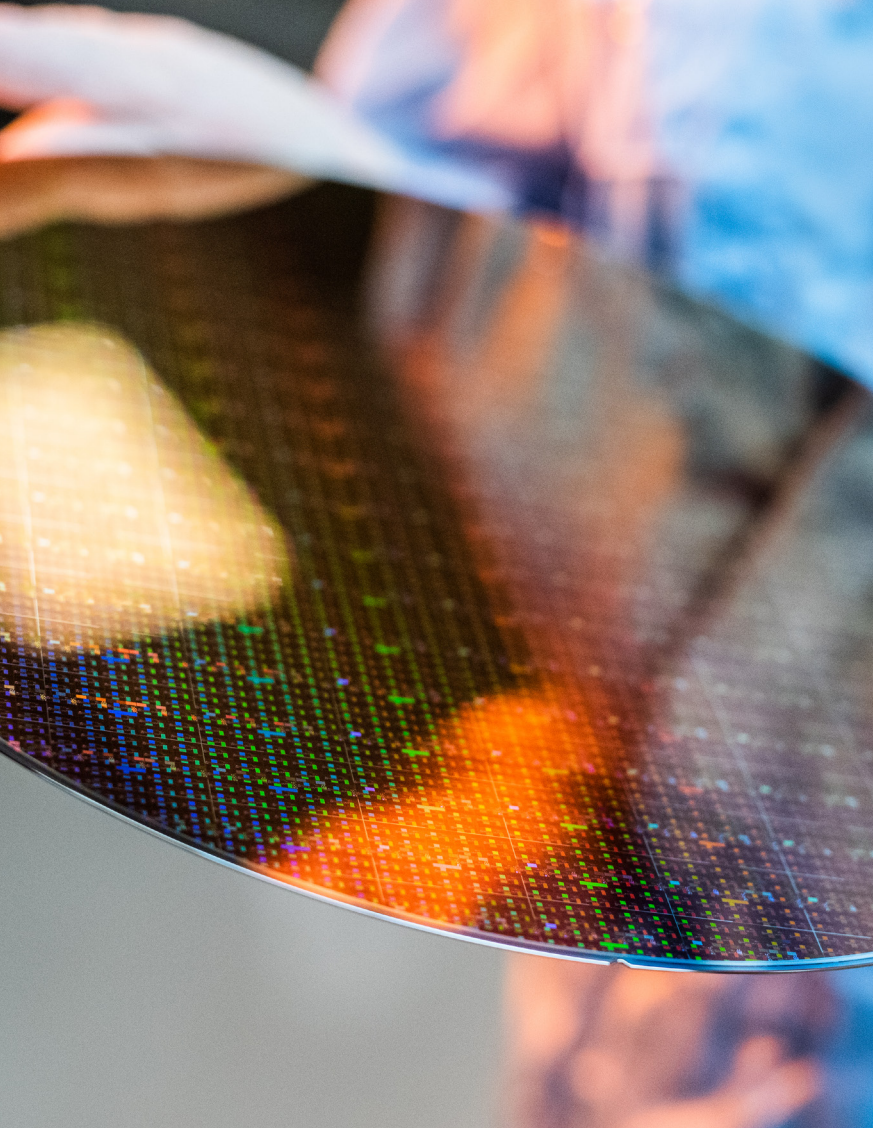
If you're someone who loves to learn, grow and travel than the ASML Customer Support team is the place for you. It's an organization that works with extreme urgency and technical complexity which is a uniquely challenging combination, however you won't be alone when facing it.

All Customer Support engineers (CSEs) are enrolled in our Engineering Development Program (EDP). In addition to building a sense of community, this program is meant to help you develop your technical and personal leadership skills in order to ensure a successful launch of your career at ASML. Every new Customer Support engineer is on a structured "learning track" providing new hires with increased exposure to our senior leadership and giving you a broader perspective of the company.

Travel to Taiwan and the Netherlands is common for some of our technical training. For most CSEs, travel is local after they complete training, however it can include global travel as well. As you progress in your career (and have specialty areas), you may be called upon to take your expertise to other customer sites and solve complex technical problems.

Hear what  
Michael has to  
say





## Schedule Flexibility

At ASML, our CSEs work 4 days one week and 3 the next in 12 hour shifts. There are day and night shifts. In general most new hires start on the night shift.

The benefits:

- Alternating four or three day weekends
- Compressed work week= which means 4 hours of Overtime/day at 1.5 time base hourly rate
- Night shift differential = 15% increase from base hourly rate
- Easily plan vacations so you have two weeks off

## Location is everything

From sea to shining sea and everything in between, ASML has Customer Support sites all across the country. We're growing from Wilton, Connecticut to San Diego, California. No matter where you live, there is a place for you and if you're looking for a change, we'll help cover your relocation.

## ASML sites include:

Austin, Texas  
Boise, Idaho  
Chandler, Arizona  
Hillsboro, Oregon  
Malta, New York  
Manassas, Virginia  
San Diego, CA  
Wilton, Connecticut

## Your mission, should you accept it

Scan the QR code below and apply for one of our open positions. The future of Customer Support is you and we can't wait to have you on our team.

