Enterprise/Storage Field Applications Engineer

As a Enterprise/Storage Field Applications Engineer (FAE) at Micron, you will serve as a primary technical contact for Micron’s customers and various departments within Micron. This position is located in Munich Germany.

Your responsibilities will include, but are not limited to, the following:

- Providing technical support to customers and the field sales force. Support includes applications advice, product recommendations, product testing/updating at customer site, technical problem resolution, and quality issue resolution.
- Working with customers to determine the best memory footprint and best system configuration for the customers’ applications.
- Solving customers’ systems configuration and setup challenges and issues.
- Completing all technical related activities related to design, qualification, and quality using Micron solid state drives (SSDs) and other Micron memory products in customer applications.
- Working with and driving internal marketing and development teams to determine the feasibility of specific new products, packaging or features and ensuring customer specifications are met.
- Identifying and communicating the needed customer focused collateral (e.g., product guides, cross references, datasheets, system compatibility guides, etc.).
- Working with customers to manage quality issues in customer manufacturing and field applications.
- Providing internal strategic direction for customer systems applications and quality related objectives through collaboration with global field support teams.

Successful candidates for this position will have:

- Design, product, test, support, system, or applications engineering experience in SSD, HDD, or storage applications. (at least 5 years of experience). Volatile memory experience strongly recommended.
- Systems experience, including:
  - SSD and/or HDD failure analysis
  - Industry standard operating systems (installation/configuration/management)
  - Device drivers & Firmware (installation/troubleshooting)
  - Storage devices (installation/configuration/troubleshooting)
  - Working knowledge of SATA, SAS or PCIe interfaces
  - Volatile Memory interface knowledge
- Experience with one or more of the following storage technologies: SAN, NAS, DAS, VMware, RAID, and future non-volatile memory technologies.
- Able to demonstrate problem solving and troubleshooting skills including lab testing (oscilloscope and logic or protocol analyzer usage) and debug
- Excellent verbal, written, and customer communications skills
- The ability to be self-motivated, take initiative, and to work independently or in a team environment.
- The ability to work with engineers across multiple disciplines, as well as customers of various positions including executive level interaction.
- Good working knowledge of non-volatile and volatile memory products
- Excellent PC usage skills including Microsoft Office (Excel, PowerPoint, Word).
- Quality and Reliability experience is a plus.
- Excellent English skills, both oral and written.
- Ability to travel for up to 50% of time.

Education:
BSEE or MSEE