

Driving decarbonization and digitalization. Together.



Staff Specialist System Engineering

Job description

In your new role you will:

- Lead and manage a team responsible for Support & Quality Assurance within the Infineon Developer Center environment.
- Oversee the management of the support area of the Infineon Developer Center, ensuring high customer satisfaction through efficient and effective service delivery.
- Regularly analyze incoming support requests, identify areas for improvement, and collaborate with relevant teams to implement enhancements.
- Work with all areas to establish key performance indicators (KPIs) for the Infineon Developer Center environment, monitor progress, and support the implementation of process improvements to achieve KPI targets.
- Guarantee the quality of service across the Infineon Developer Center and its services by implementing a centralized monitoring system and creating dashboards for easy tracking and analysis.
- Maintain the quality of the Infineon Developer Center environment by promoting test automation and reporting through centrally defined dashboards.
- Drive continuous improvement for the Infineon Developer Center environment by enforcing consistent standards across all areas.
- Engage in ongoing communication with area owners to ensure alignment and achieve overall improvement and quality goals for the Infineon Developer Center environment.

Profile

You are best equipped for this task if you have:

- Lead and manage a team responsible for Support & Quality Assurance within the Infineon Developer Center environment.
- Oversee the management of the support area of the Infineon Developer Center, ensuring high customer satisfaction through efficient and effective service delivery.
- Regularly analyze incoming support requests, identify areas for improvement, and collaborate with relevant teams to implement enhancements.
- Work with all areas to establish key performance indicators (KPIs) for the Infineon Developer Center environment, monitor progress, and support the implementation of process improvements to achieve KPI targets.

At a glance

Location:

Job ID: **HRC0811177**

Start date: **Jul 01, 2024**

Entry level: **5+ years**

Type: **Full time**

Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search. Alternatively, you can also scan the QR code with your smartphone:

Job ID: **HRC0811177**
www.infineon.com/jobs



Contact

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Why Us

Driving decarbonization and digitalization. Together.

Infineon designs, develops, manufactures, and markets a broad range of semiconductors and semiconductor-based solutions, focusing on key markets in the automotive, industrial, and consumer sectors. Its products range from standard components to special components for digital, analog, and mixed-signal applications to customer-specific solutions together with the appropriate software.

We are on a journey to create the best Infineon for everyone.

This means we embrace diversity and inclusion and welcome everyone for who they are. At Infineon, we offer a working environment characterized by trust, openness, respect and tolerance and are committed to give all applicants and employees equal opportunities. We base our recruiting decisions on the applicant´s experience and skills.

Please let your recruiter know if they need to pay special attention to something in order to enable your participation in the interview process.

[Click here](#) for more information about Diversity & Inclusion at Infineon.

