



Marlink is the pioneer of business-critical communication solutions for customers operating in remote environments. Through its ownership of both Marlink and Telemar, Apax Partners has created a Group dedicated to providing the maritime industry with an integrated offering of broadband communications, digital solutions, bridge electronics and on-board maintenance. Combining the power of the two long-term expert organizations, Telemar and Marlink are the worlds leading maritime communications, digital solutions and servicing specialist for all customer segments at sea including: Shipping, Offshore, Cruise & Ferry, Yachting and Fishing. The newly combined group will generate US \$440 Million in revenues with more than 1000 employees worldwide serving at least 1 in 3 vessels operating globally. The group generated US \$440 Million in revenues in 2018, with more than 1000 employees worldwide serving at least 1 in 3 vessels operating globally. A global 24/7 helpdesk, specialized competence centers, local presence on all continents and a network of 1000 service points staffed by highly qualified, certified service engineers, supports global customers to operate smarter and safer. The Marlink Group will provide customers with unrivalled service and support through an enhanced global footprint and worldwide sales and service locations.

Maritime Field Engineer – Field Service

Job Description

Department	MM811 _ Field Service Europe & US
Location	Rotterdam
Date	01-Sept-2019
General	<p>Field Engineer is employed in Marlink Group at the Field Service Department responsible for installation, service and maintenance of equipment and solutions within Marlink Maritime business area.</p> <p>Field Engineer reports to the Manager Field Service Europe & America and ultimately to the Director Field Service & Partner Management.</p>
Main Goals	Installation, service and maintenance of those equipment and solutions offered within the Marlink Maritime Product Portfolio.



Responsibilities and Authorization	Responsibility and authorization are in accordance with the processes relevant to this position.
Main Tasks	<ul style="list-style-type: none">• Field Engineer is responsible for the work and activities related to installation, service and maintenance of VSAT/MSS, Network equipment and other Marlink VAS.• Direct technical support to local partner engineers during installation, service and maintenance of these products within Marlink portfolio.• Evaluation of local partner engineers' quality of work, execution of their trainings and certification.• Direct technical support to Technical Operations during fault identification on all products under Marlink Maritime.• Implementation of pilot projects or new technologies and preparation of appropriate and detailed documentation related to these projects.• Creation and archiving detailed documentation from installations, services and maintenances of all Marlink Maritime Product.• Responsibility for completion of the installation with successful operation on time with respect to agreed installation plan.• Provide consultations to customers.• Cooperate with other departments to solve technical problems on Marlink Maritime products.• Cooperate with other departments on operational issues.• Assist and execute tests on a new / unknown equipment in cooperation with other Departments of the company.
Main Knowledge	<ul style="list-style-type: none">• Fluent in English and preferably other international languages.• Preferably with good understanding of the satellite communications technology.• Preferably an in-depth knowledge of C-Band and Ku-Band VSAT satellite communications systems and Inmarsat terminals.• IT skills are essential - IP and network but not limited to Network administration• Demonstrated technical knowledge and strong troubleshoot skills.



	<ul style="list-style-type: none">• Able to learn and adapt to new issues and handle multiple tasks effectively in a fast-paced environment• Must demonstrate a strong commitment to quality; and adherence to practices, procedures, and meeting deadlines.• Preferably experience from serving multi-national customers.• Good physically. Must be able to lift heavy equipment and climb into confined antenna spaces.• The candidate should preferably be familiar with working in the marine electronics environment on cruise ships, yachts, and industrial vessels.• Medically cleared and fit to work in offshore / Maritime environment. Must be able to complete BOSIET.• Higher education in IT, Datacom or Telecom (bachelor degree)
Main Attitude Competences	<ul style="list-style-type: none">• Able to handle stress and able to work under time pressure• Able to support and communicate with customers in a professional manner• Team player with ability to independently solving his tasks• Complies with agreements• Actively and continuously increase knowledge level by self-studying and trainings• Actively share knowledge within the organization• Customer oriented in reflection and action• Flexible to perform also other tasks outside the scope of his/her main role• Capability to work worldwide, both independently and in cooperation with others under a high workload.• Must be flexible to work and travel varying schedules, including evening and weekends.• Positive and result oriented• Problem solver, structured and systematic working methods• Prioritize correctly under pressure• Personal or company credit card with a limitation for at least € 5000 to be used when on travel for Marlink.



Application deadline: September 16th, 2019
Start date: As soon as possible
Work location: Rotterdam – The Netherlands

For applications and questions regarding the position, please contact: HR Department, Monique Paap, Monique.paap@marlink.com