



Job description – Field Engineer CG

Employee :	To be appointed
Department:	MM811_Field Service Europe & US
Location:	Athens, Greece
Date:	asap
General	<p>Field Engineer is employed in Marlink Group at the Field Service Department responsible for installation, service and maintenance of all equipment, solutions within Marlink Maritime Product Portfolio.</p> <p>Field Engineer reports to the Manager Field Service Europe & America and ultimately to the Director Field Service & Partner Management.</p> <p>Occasionally and if planning requires/permits, the Field Engineer can also be asked to act as a Technical Support Specialist.</p>
Main goals	Installation, service and of those maintenance equipment and solutions offered within the Marlink Maritime Product Portfolio.
Responsibilities and authorisation	Responsibility and authorization are in accordance with the processes relevant to this position. Responsibilities and authorization at operational level are defined in the processes.



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, Network equipment and other Marlink VAS on projects executed abroad• 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.• 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
Interested?	<p>Please send your cv and motivation by email to:</p> <ul style="list-style-type: none">• hr@marlink.com