



Job Description – Field Engineer – Field Service

Department	MM812 _ Field Service Asia Pacific, Middle East & Africa
Location	Tokyo
Date	November 10, 2020
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 Asia Pacific, Middle East & Africa 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

- Field Engineer is responsible for the work and activities related to installation, service and maintenance of all Connectivity/Satellite Systems, IT Network equipment and other Marlink VAS on Projects executed globally
- 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 products within Marlink Maritime Portfolio.
- 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

- Fluent in both Japanese & English and preferably other international languages.
- Preferably worked in satellite communication and Information Technology industry
- IT skills is a must but not limited to Network and software 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 scheduling deadlines.
- Preferably experience from serving multi-national customers.



	<ul style="list-style-type: none">• The candidate should preferably be familiar with working in the marine electronics environment on cruise ships, yachts, and industrial vessels.• Medically cleared and physically fit to work in offshore / Maritime environment. Must be able to lift heavy equipment and climb into confined antenna spaces.• Higher education in IT, Datacom or Telecom (bachelor's degree)• Good understanding of the satellite communications technology
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• Analytical skills• Skills in incidents solving• Able to set priorities• Complies with agreements• Actively and continuously increase knowledge level by self-studying and trainings• Actively share knowledge within the organization• Ready to travel in relation with work activities• 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?	Please send your cv and motivation to: Ms. Regine Veulemans Human Resources Business Partner Japan Email: hr@marlink.com