



## Job Description – Field Engineer – Field Service

<b>Department</b>	MM811 _ Field Service Europe & US
<b>Location</b>	Rotterdam
<b>Date</b>	18-March-2021
<b>General</b>	<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 &amp; America and ultimately to the Director Field Service &amp; Partner Management.</p>
<b>Main Goals</b>	Installation, service and maintenance of those equipment and solutions offered within the Marlink Maritime Product Portfolio.
<b>Responsibilities and Authorization</b>	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 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

- 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.



	<ul style="list-style-type: none"><li>• Preferably experience from serving multi-national customers.</li><li>• Good physically. Must be able to lift heavy equipment and climb into confined antenna spaces.</li><li>• The candidate should preferably be familiar with working in the marine electronics environment on cruise ships, yachts, and industrial vessels.</li><li>• Medically cleared and fit to work in offshore / Maritime environment. Must able to complete BOSIET.</li><li>• Higher education in IT, Datacom or Telecom (bachelor degree)</li></ul>
<b>Main Attitude Competences</b>	<ul style="list-style-type: none"><li>• Able to handle stress and able to work under time pressure</li><li>• Able to support and communicate with customers in a professional manner</li><li>• Team player with ability to independently solving his tasks</li><li>• Complies with agreements</li><li>• Actively and continuously increase knowledge level by self-studying and trainings</li><li>• Actively share knowledge within the organization</li><li>• Customer oriented in reflection and action</li><li>• Flexible to perform also other tasks outside the scope of his/her main role</li><li>• Capability to work worldwide, both independently and in cooperation with others under a high workload.</li><li>• Must be flexible to work and travel varying schedules, including evening and weekends.</li><li>• Positive and result oriented</li><li>• Problem solver, structured and systematic working methods</li><li>• Prioritize correctly under pressure</li><li>• Personal or company credit card with a limitation for at least € 5000 to be used when on travel for Marlink.</li></ul>
<b>Interested?</b>	<p>Please send your motivation letter and cv to:</p> <ul style="list-style-type: none"><li>• <a href="mailto:monique.paap@marlink.com">monique.paap@marlink.com</a> HR Business Partner &amp; Office Manager</li></ul>