



Job Description – Field Engineer – Maritime Field Service

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| Department | MM812 _ Field Service Asia Pacific, Middle East & Africa |
| Location | Dubai, UAE |
| Date | 17-December-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 Unit.</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. |



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| Main Tasks | <ul style="list-style-type: none">• 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 or end users during installation, service, and maintenance of the products within Maritime portfolio.• Evaluation of local partner engineers' quality of work, execution of their trainings and certification• 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, can perform remote assisted installations• Cooperate with other departments to solve technical and operational problems• 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.• Higher education in IT, Datacom or Telecom (bachelor's degree)• Experience in the marine electronics environment on cruise ships, yachts, and industrial vessels is an advantage• Good knowledge in Satellite Communication and Information Technology• IT skills is a must, minimum understanding on computer network infrastructure and 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.• Medically cleared and physically fit to work in offshore / Maritime environment. Must be able to lift heavy equipment and climb into confined antenna spaces. |



**Main Attitude
Competences**

- 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

If interested, please send your motivated candidacy to either:

- christian.delacruz@marlink.com
Manager, Field Service Asia, Middle East & Africa (Maritime)
- or
- regine.veulemans@marlink.com
Human Resources Business Partner