



## Job description – Field Engineer CG

<b>Department:</b>	MM811_Field Service Europe & US
<b>Location:</b>	Athens, Greece
<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 Unit.</p> <p>Field Engineer reports to the Manager Field Service Europe &amp; America and ultimately to the Director Field Service &amp; 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>
<b>Main goals</b>	Installation, service and maintenance of 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.



<b>Main tasks</b>	<ul style="list-style-type: none"><li>• Responsible for the work and activities related to installation, service and maintenance of Connectivity/Satellite Systems, IT Network equipment and other Marlink Maritime Products</li><li>• Direct technical support to local partner engineers during installation, service and maintenance of these Products within Marlink portfolio</li><li>• Evaluation of local partner engineers' quality of work, execution of their trainings and certification</li><li>• Direct technical support to Technical Operations during fault identification on all products under Marlink Maritime.</li><li>• Implementation of pilot projects or new technologies and preparation of appropriate and detailed documentation related to these projects</li><li>• Creation and archiving detailed documentation from installations, services and maintenances of Marlink Maritime Product.</li><li>• Responsibility for completion of the installation with successful operation on time with respect to agreed installation plan</li><li>• Provide consultations to customers</li><li>• Cooperate with other departments to solve technical problems on Marlink Maritime Products</li><li>• Cooperate with other departments on operational issues</li><li>• Assist and execute tests on a new / unknown equipment in cooperation with other Departments of the company</li></ul>
<b>Main knowledge</b>	<ul style="list-style-type: none"><li>• Fluent in English and preferably other international languages.</li><li>• Preferably with good understanding of the satellite communications technology.</li><li>• Preferably an in-depth knowledge of C/Ku/Ka-Band VSAT satellite communications systems and Inmarsat terminals.</li><li>• IT skills are essential - IP and network but not limited to Network administration</li><li>• Demonstrated technical knowledge and strong troubleshoot skills.</li><li>• Able to learn and adapt to new issues and handle multiple tasks effectively in a fast-paced environment</li><li>• Must demonstrate a strong commitment to quality; and adherence to practices, procedures, and meeting deadlines.</li><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. Medically cleared and fit to work in offshore / Maritime environment. Must be 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></ul>
<b>Interested?</b>	<p>Please send your motivation letter and cv to:</p> <ul style="list-style-type: none"><li>• <a href="mailto:hr@marlink.com">hr@marlink.com</a></li></ul> <p>while mentioning <i>Field Engineer CG</i> in the subject line.</p>