



## Job Description – Field Engineer – Field Service

<b>Department</b>	MM811 _ Field Service Europe & US
<b>Location</b>	Rotterdam (Europe)
<b>Date</b>	December-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.
<b>Main Tasks</b>	<ul style="list-style-type: none"> <li>• 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</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> </ul>



- 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.
- 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 able to complete BOSIET.
- Higher education in IT, Datacom or Telecom (bachelor degree)



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**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
- 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
- Personal or company credit card with a limitation for at least € 5000 to be used when on travel for Marlink.

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**Interested?**

Please send your motivation letter & CV to:

[Monique.paap@marlink.com](mailto:Monique.paap@marlink.com)

and

[Raminie.Trosemito@marlink.com](mailto:Raminie.Trosemito@marlink.com)

HRBP Team, The Netherlands

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