



Job Description – Field Engineer – Maritime Field Service

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| Department | Field Service Asia Middle East & Africa |
| Location | Japan, Marlink K.K. Office |
| Version | 25-Jan-2022 |
| Main Responsibility and reporting line | <p>Responsible for installation, service and maintenance of antennas, hardware, and solutions within Marlink Maritime Business Unit.</p> <p>Field Engineer reports to the Manager Field Service, ultimately Field Service & Partner Management Director</p> |
| 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 (Hardware & Software) • Creation and filing of detailed documentation for tasks assigned • Responsibility for the completion of tasks on time with respect to agreed scope of work • Coordination with customer for successful implementation of task assigned • Cooperate with internal departments to solve technical and operational issues, close coordination with Support and Project Managers |
| Knowledge | <ul style="list-style-type: none"> • Education in IT & Telecommunications (bachelor's degree or similar) • Preferably experience or knowledgeable in ICT specifically Satellite Communication or IT network • Experience in the marine electronics environment on yachts, commercial or military vessels, or any offshore installation is an advantage • Preferably experience from serving multi-national customers. • Fluent in Japanese, intermediate level in English and preferably other international languages. • Preferably work and live in Western Japan/ Tokyo Area. |
| Attitude & Competences | <ul style="list-style-type: none"> • Demonstrated technical knowledge and strong troubleshoot skills. • Strong commitment to work quality, and best practices, work procedures, and prioritize correctly under time pressure. • Physically fit to work in offshore / maritime environment. Must be able to lift heavy equipment and climb into confined antenna radome. • Support and communicate with customers in a professional manner • Team player with ability to independently solving his tasks • Has self-initiative to increase knowledge by self-studying and trainings • Actively seek and share knowledge within the organization • Flexible to perform also other tasks outside the scope of main role • Must be flexible to work worldwide and travel varying schedules, including evenings and weekends. |