



## Field Service Manager

FLSA: Exempt – Full Time  
Department: Project Management  
Direct Supervisor: CEO  
Date: July 2021

### COMPANY PROFILE

MVG, Inc. is a subsidiary of the Microwave Vision Group, whose headquarters are located in Paris, France. Microwave Vision Group is the largest supplier of antenna measurement systems in the world. MVG, Inc.'s primary client base is in the telecommunications industry, and includes major wireless carriers, handset manufacturers, antenna vendors, and certification laboratories. MVG, Inc.'s US office, located in Marietta, GA, supports our customers in the Americas. This includes sales, system integration, technical support & maintenance, measurement services, and various other support functions.

### Primary Duties as Field Service Manager

Manage and support MVG's Technical Support Team remotely and onsite which may include the following non-exhaustive list of technical tasks:

- Coordinating remote and on-site field service activities with Field Service staff and customers.
- Tracking Field Service staff progress during maintenance activities and ensuring that the tasks are completed on time.
- Tracking Field Service personnel improvement and proposing corrective actions such as extra training as necessary.
- Coordinating and approving Field Service staff travel arrangements and expenses.
- Performing diagnostics and troubleshooting on MVG's Measurement Facilities when necessary, including timely identification and remedy of any issues inhibiting the measurement accuracy or overall quality.
- Providing technical support to customers and Field Service staff (both remote and on-site support at times). This support includes software installation and de-bugging, hardware validation and troubleshooting, and customer software license management for MVG's SW products.
- Documentation of the above activities by compiling notes and records of activities and problem encountered, and reporting these on the log book (special setups, issues encountered, and remedies employed to address those issues, etc.).
- Validation and Alpha testing of SW algorithms developed by MVG for our customer base. Feedback will be provided to the SW development team in order to improve the product and provide the best customer experience possible.
- Performing basic RF repairs on MVG equipment, including reading schematics, troubleshooting and interacting with parts suppliers.
- Ensuring proper maintenance of tools and equipment inventories for the Calibration Kits, Measurement Services, and Technical Support purposes.
- General office duties, as needed.



**MVG INC**  
[www.mvg-world.com](http://www.mvg-world.com)

MVG, Inc.  
450 Franklin Gateway SE  
Suite 100  
Marietta, GA 30067, USA  
Tel.: + 1 678 797 9172

Microwave Vision SA  
47, bd St Michel  
75005 Paris, FRANCE  
Tel.: + 33 (0)75 77 58 50  
Fax: + 33 (0)46 33 39 02



**Auxiliary Duties as Field Service Manager**

Additional duties may encompass the following tasks:

- Supporting MVG, Inc’s Measurement Services activities. This may include any of the following:
  - Calibrating MVG’s system to ensure compliance with QA procedures and/or optimal performance
  - Performing internal investigations & troubleshooting as necessary to resolve any issues with range performances
  - Assisting with Measurement Services or Quality Management Requirements (proficiency testing, measurements required for uncertainty analysis, etc.).

**DESIRABLE EXPERIENCE OR SKILLS:**

1. 2-5 years’ experience preferred
2. Knowledge in Radio Frequency and Antenna fields is a plus. Metrology and/or Antenna Measurement experience valued.
3. Experience with network analyzers, spectrum analyzers and wireless communication protocols and test instruments preferred.
4. A basic understanding of RF, antennas, and antenna measurements, and the motivation and aptitude to gain in-depth knowledge is required.
5. Good skills and comfort level with computers and software applications are essential to success.

**EDUCATIONAL AND/OR WORK REQUIREMENTS NEEDED TO PERFORM THE DUTIES OF THE JOB:**

1. Bachelors Degree in Electrical Engineering (Masters preferred)
2. Newly-graduated students may be considered
3. Travel throughout North America, and potential occasional visits to sites abroad. During the training period, heavier-than-usual travel should be anticipated.

**LIFTING OR OTHER PHYSICAL REQUIREMENTS TO PERFORM THE DUTIES OF THE JOB:**

1. Ability to lift at least 50 pounds over your head
2. Able to stand and sit for long periods of time
3. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**ENVIRONMENTAL CONDITION:**

Physical environment is generally safe with minimal health risk. No safety equipment or unusual precautions are required.

**Employee Acknowledgement of Receipt:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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