

Opening position



Field Service Engineer

Job Description

Field Service Engineer/Technologist

FLSA: Exempt – Full Time
Department: Field Service
Direct Supervisor: Field Service Manager
Date: January 21, 2022
Email Resume to: teri.verhine@mvg-us.com

JOB SUMMARY:

The key function of the Field Service Engineer/Technologist is to provide direct support to technical customers remotely or on site. The position requires frequent interaction with other technicians and engineers currently engaged in the Project, Field Service/Calibration, and Technical Support departments.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Perform annual maintenance, calibration, and technical support of customers throughout the Americas (primarily North America). Willingness to travel at least at a nominal 50% level is required.
2. Participate in new system installations and calibrations at customer sites
3. Installation and calibration of mechanics and electronics employed to support antenna measurement capability
4. Maintain Inventory Tool and Equipment for the Calibration Kits, Measurement Services, and Technical Support purposes
5. Verification and characterization of antenna measurement capabilities and performances
6. Determine if the customer is contractually covered and coordinate with the appropriate Regional Sales Manager to ensure services are appropriately contracted
7. Coordinate with Tech Support and work with the customer to first remotely diagnose and resolve issues, whenever possible
8. Identification, assessment, and repair of any failed components
9. Preventive inspection of anechoic chamber facilities, including recognition and remedy of any chamber shielding performance issues
10. Improve processes, internal and external communications, and document all efforts associated with the aforementioned tasks
11. Complete the internal reporting requirements, as well as the external acceptance reports to be presented to the customer
12. All duties as assigned by supervisor

SKILLS REQUIRED TO PERFORM THE DUTIES OF THE JOB:

1. General RF knowledge and computer skills
2. Knowledge of customer service principles and practices
3. Ability to work in a team environment, as well as autonomously
4. Ability to multitask and manage multiple project needs simultaneously
5. Excellent analytic and troubleshooting skills (ability to read and diagnose schematics & components, break down system operation, etc.)
6. Responsible, able to manage time effectively and work efficiently, both with and without direct supervision
7. Ability to learn the inner workings of company products, systems, applications, and current operating systems
8. Hands-on mechanical skills (ability to use power tools, improvise solutions, etc.)
9. Should have good computer skills, a sound knowledge of MS Windows and MS Office (Excel, PowerPoint, Outlook,

etc.), and some understanding of computer networks

DESIRABLE EXPERIENCE OR SKILLS:

1. RF system design, specification development and interpretation, microwave communications
2. Hands-on experience with a variety of antenna test ranges, knowledge of mechanical positioning systems, and Over-The-Air (OTA) testing
3. Experience with databases and SQL
4. Matlab and/or programming experience
5. Experience with Radiocommunication & RF test equipment (Base Station Simulators, VNAs, Spectrum Analyzers, etc.)
6. 3+ years of directly applicable industry experience
7. Foreign language capability

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

1. Bachelor's degree in Electrical Engineering, Electrical Engineering Technology, Electronics, or similar field
2. Heavy travel (approximately 50%) throughout the Americas, 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 THEJOB:

1. Ability to lift at least 50 pounds over your head
2. Ability to stand for long periods of time
3. Ability to sit for long periods of time

ENVIRONMENTAL CONDITIONS:

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

***THE COMPANY RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE COMPANY DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT-WILL." QUALIFIED EMPLOYEES WHO, BECAUSE OF A PHYSICAL OR MENTAL IMPAIRMENT THAT SIGNIFICANTLY LIMITS A MAJOR LIFE ACTIVITY, REQUIRE A REASONABLE ACCOMMODATION TO PERFORM THE ESSENTIAL FUNCTIONS OF THIS POSITION SHOULD NOTIFY THEIR MANAGER OR HUMAN RESOURCES. ***

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