

## Field Engineer

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Company: Speedcast

Location: Nigeria

Category: architecture-and-engineering

### Field Engineer

#### **Job Summary:**

The Field Engineering team are tasked with supporting VSAT and peripheral communications hardware and services deployed at customers remote sites. Our Field Engineers must be independent, self-driven with a desire to deliver a first-rate service to our clients. The Field Engineer will travel to our customer locations to perform on-site technical services, including installation and troubleshooting of equipment.

#### **Key Area of Responsibility:**

Installation and configuration of VSAT hardware, services and peripheral equipment at Speedcast client's sites.

Completion of planned service changes as directed by Field Service Management or Service Delivery.

Perform planned preventative maintenance in line with contractual requirements.

Investigate, diagnose and rectify connectivity issues impacting the Client's service.

Work in parallel with key stakeholders across the Tech/Ops organization ensuring project or service dispatches are coordinated and managed in line with standard operating procedures.

Manage in country spares holdings ensuring faulty hardware is returned to a central RMA

location and minimum stock levels are maintained.

Management and timely submission of all operational documentation including expenses and time reporting.

Carry out all activities in full compliance with Speedcast's QHSE policies, procedures and best practices.

Reporting of all Incidents and accidents in-line with Company policy.

**Required Experience:**

3 years' experience in Satellite Communication or Telecommunication industry.

Electronics/Telecommunications Degree or a Technical Diploma in an appropriate discipline

Field engineering experience working in an offshore environment.

PC experience in a Windows operating environment with strong computing ability.

Experience supporting maritime VSAT equipment.

Electrical knowledge, understanding of electronic principles and RF frequencies.

Ability to problem solve using both best practices and guidance from manufacture support material.

Excellent interpersonal, verbal and written communication skills in English

Able to work proactively in different environments.

Able to guide customers remotely in carrying out tasks for initial troubleshooting.

Capable of writing detailed reports accurately outlining tasks completed and time spent at site.

Possess or be able to obtain an appropriate Offshore Medical Certificate.

Possess or be able to obtain Bosiet training for visiting Offshore installations.

Capable of engaging with vendor support to further troubleshoot customer issues.

High level of flexibility and adaptability to work between multiple environments for varying periods of time.

Capable of working in high pressure offshore environments while communicating clearly and working with the customer.

Self-motivated and independent.

Ability to prioritise and handle multiple tasks simultaneously.

Able to communicate with people in different time zones using multiple formats of communication.

Ability to work with minimal supervision, such as off-peak hours, weekends and holidays.

Ability to proactively anticipate customer needs and make recommendations to meet those needs.

Capability of working in multiple shift environments covering 24 x 7 x 365 at short notice as required.

### **Desired Experience:**

CCNA or IP knowledge

Experience supporting MSS & 4G services

### **Working at Speedcast:**

At Speedcast, we want people that like adventure. Who are motivated by work that takes uncommon ingenuity and thinking outside the box. Who relish the idea of working in an industry undergoing massive transformation. If you want to be part of a global team responsible for connecting the world, then you're in the right place.

We're always pushing forward, never standing still. When people rely on you and your team to stay connected, it brings everyone closer together. We're united by the adrenaline of high-stakes projects and our love of getting the job done right. You will experiment, learn and grow here, right alongside us, every single day.

Find great opportunities to make an impact. We have a one team, one dream mentality. We work together to make great things happen. Working at Speedcast isn't just a job, it's a

career that you can take to new levels.

Top reasons why people love working at Speedcast:

**Our global presence** you get to work with clients and colleagues all over the world, in every continent

**Talented teammates** your co-workers are the best and brightest in the industry

**Industry leadership**— be part of the latest advancements shaping the future of communications

**Ability to develop skills** work across departments to gain new skills and valuable experience

**Choose your environment**— we have an environment to fit your temperament. Choose between a traditional desk job or work in the field.

**Grow your career**— Guide your career in the direction you want. Gain new titles and responsibilities through our internal promotion system.

**Work on diverse projects** every day is different with our customers from a range of industries around the world

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