

<b>Job title:</b>	Field Engineer
<b>Department:</b>	Fusion Marine
<b>Location:</b>	Fort Lauderdale
<b>FLSA:</b>	Non-exempt
<b>Reports To:</b>	Vice President Service

## JOB DESCRIPTION

---

### Job purpose:

The Field Engineer (Maritime Installations/Service) will be responsible for all Maritime installations of TVRO and VSAT systems in and around the assigned territory. The primary objective is to grow market share in the territory by supporting the direct maritime market.

### Duties and responsibilities:

Daily responsibilities will include, but are not limited to:

- Maintain professional ability to support NI/Fusion customers, independently or as part of a team, with efficiency, dedication, and technical aptitude.
- Build relationships with customers to discover their business objectives and build strategies that align with company goals.
- Identify service opportunities to promote the long-term success of our customers.
- Build solid relationships with end users, Vessel owners and Yacht Management professionals.
- Where necessary, support existing Dealer network on installs and service for NI provided products and solutions.
- Be responsible for assigned Service, Installs and Scheduling
- Identify potential VSAT Airtime opportunities and refer to Sales Team.
- Document and provide applicable reports to be maintained and shared with the technical and sales departments.
- Work with Logistics team to identify and maintain adequate hardware and service parts to support end users.
- Educate customer on products.
- Participate in formal and informal training about products and services.
- Work with sales team to provide support for installation quotes, service, and scheduling.

### **Qualifications:**

The successful Field Engineer will have:

- B.A./ B.S. degree desirable
- 5 years demonstrated service experience in relevant field
- Strong communication and interpersonal skills
- Creative problem solver and team builder with skills to influence, implement and lead
- Must possess strong organizational skills, customer focus, team orientation
- 25%- 50% travel anticipated

### **Direct reports:**

None

### **Working conditions:**

This position does not have regular work hours or a regular schedule. The incumbent must be available 24/7 x 365, within reason, to advance their team and the organization. The position operates in a professional office environment, however, there may be occasions to be 'in the field' which may include harsh or dangerous physical conditions. This role routinely uses standard office equipment and software.

### **Physical requirements:**

An ability to travel extensively and on a global basis. Applicant must be comfortable working in shipyard environments, onboard vessels, and working from heights for prolonged periods of time. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to talk or hear.
- The employee is frequently required to walk and climb.
- The employee is occasionally required to stand; sit; use hands to finger, handle, or feel and reach with hands and arms.
- The employee must occasionally lift and/or move up to 60 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.
- Ability to hear is crucial.
- Ability to drive a motor vehicle is required.

---

**Disclaimer Statement:** This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.