

# Field Service Engineer

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## About us:

**NSSLGlobal** is a leading independent provider of Satellite Communications and IT managed solutions with innovation and customer service at the core of our DNA. With over 50 years of experience in the Government and Maritime markets, we leverage deep customer understanding and engineering know-how to deliver technical solutions tailored to our customers unique requirements. We provide broadband VSAT and narrowband services across Ka, Ku, C and L Bands from multiple constellations, Push to Talk capabilities, navigation, positioning and IT solutions.

**NSSLGlobal** enables Commercial, Government and Defence customers to communicate globally at sea, on land and in the air. Offering a range of services including Voice and Data, Safety at Sea, and crew welfare including WiFi, BYOD calling and media and TV content. During disasters our communications services help those in need, and those bringing assistance, bypassing local terrestrial networks. We provide communications on every Royal Navy and Royal Fleet Auxiliary vessel, provide communications to high readiness Commando, Army and RAF units, specialist RAF aircraft and support joint and single service users at home and abroad.

**NSSLGlobal** is a fair and ethical employer and all staff benefit from healthcare, pension contributions, a flexible working environment according to role and skills growth. Headquartered in Redhill, Surrey and with engineering hubs in Newcastle and Cornwall, we also have a global footprint with offices located across Germany, Denmark, Norway, the Netherlands, Sweden, Poland, Singapore, Japan and the United States.

## About the role:

Supporting the Head of Product and Marketing, you will be the Technical Product Champion for all of NSSLGlobal's products and services.

## Responsibilities:

- To carry out field service and repairs on all NSSLGlobal scoped equipment & systems.
- To carry out standard & special to type field service installations, test & commissioning.
- To liaise with customers prior to carrying out field duties.
- To prepare test equipment/tools/spares/installation materials prior to mobilisation, this may entail short notice being given.
- To provide accurate and detailed technical reports for all activities and give feedback to facilitate future service planning and improvements.
- To provide time sheets/expense sheets for each activity and code accordingly for charging to customer where appropriate.
- To maintain inventory of materials and test equipment held and to record usage and reinstatement where appropriate.
- To ensure that all returnable unused spares and/or defective spares are returned without delay using correct paperwork.

- To maintain in good order and be accountable for all allocated vehicles, IT equipment, mobile telephones, test instruments and tools.
- To organise own travel arrangements when outside Redhill base.
- To ensure technical knowledge and familiarisation with company products is maintained.
- To provide competent Datacoms and Satcom repair, test and equipment build and support for Workshop as required.
- To conduct GMDSS surveys.

## **Location and Commitments:**

- Permanent Full Time Position, based either from home or out of our Redhill/Newcastle Offices so need to be around 1 hour travel from the office, however with regular visits to customers sites.
- Annual bonus based on company and individual performance.
- Pension matched up 7.5%.
- 25 holiday days per year, plus bank holidays.
- Onsite Gym at the Redhill offices.
- Free Parking.
- Competitive Salary.

## **Candidate requirements:**

- Presentable and articulate to meet requirements for liaison with Yacht Captains and on-board specialist staff for DVB field work
- Good 'O' Level or equivalent standard education
- Preferably a skill base or education/qualification I.T. based
- Clean current UK Driving Licence
- GMDSS, GOC, Offshore Survival Certificated (BOSIET & OLF)
- Able to achieve a National Security Accreditation to SC or DV
- Requirement for regular travel
- The ability to obtain SC Clearance

## **Contact us to apply:**

If you would like to apply for this role, please contact our HR Advisor Helen Hammond at [HR@nsslglobal.com](mailto:HR@nsslglobal.com).

Attach your CV advising your current and/or expected package and tell us why you are a great fit for our organisation.