

FIELD SERVICE / MANUFACTURING ENGINEER

JOB DESCRIPTION

As a Field Service Engineer (FSE), you will play a critical role in delivering high-quality technical services globally, including onshore and offshore environments. You will provide technical support, troubleshoot equipment issues, perform repairs and maintenance, and ensure excellent customer satisfaction.

This role demands a high level of flexibility for international travel (often at short notice and for extended periods), out-of-hours support including weekends and public holidays, and some travel to other Seamap facilities located in Singapore and Malaysia. You will also contribute actively to the development and maintenance of internal documentation such as FAQs, manuals, and procedures.

Objectives of this role

- Respond promptly to customer service requests, diagnose equipment problems, and provide effective solutions both remotely and on-site.
- Perform on-site repairs, maintenance, installation, and commissioning of equipment.
- Conduct preventive maintenance checks and routine inspections to ensure equipment reliability.
- Collaborate closely with internal teams (Sales, Engineering, Manufacturing, Production) to address customer needs.
- Document all service activities (service reports, repair logs, customer communications) accurately for traceability and knowledge sharing.
- Contribute to and maintain company knowledge bases, including FAQs, technical manuals, and standard operating procedures.

Key Responsibilities

- Provide engineering support to Manufacturing and Engineering, including production assembly, testing, repairs, R&D, and reviewing technical documentation.
- Communicate effectively with customers, explaining technical concepts in a clear and professional manner.
- Escalate unresolved or complex technical issues to senior engineers or management for further resolution.
- Install, test, service, and support Seemap termination equipment.
- Perform functional and safety tests after repairs and installations to ensure compliance with standards.
- Provide technical support outside normal office hours, including evenings, weekends, and public holidays, ensuring rapid response to urgent inquiries and service needs.
- Participate in maintaining and expanding Seemap and MMA technical knowledge bases, ensuring continuous improvement in documentation and customer support tools.
- When not on field service assignments, provide in-house technical support such as responding to technical enquiries. Assist our manufacturing department with ad hoc engineering jobs, etc.
- Stay updated on technical advancements, product developments, and industry trends.

Preferred Qualifications / Skills / Other Requirements

- Bachelor's degree in Electronics, Mechanical, or Electrical Engineering (or equivalent relevant experience).
- 3+ years' experience in a field service, technical support, or maintenance role.

- Proficiency in Linux, networking, GPS/RF systems, and software troubleshooting.
- Strong technical skills across mechanical, electrical, and electronic systems.
- Solid understanding of health and safety protocols.
- Excellent diagnostic and problem-solving skills.
- Strong customer-facing communication skills, with the ability to explain technical matters simply.
- Self-motivated, able to work independently under pressure and as part of a team.
- Ability and willingness to travel globally at short notice, work for extended periods offshore and onshore, often in harsh environments.
- Offshore safety and medical certificates (e.g., OEUK, BOSIET, FOET).
- High degree of flexibility and adaptability.

Added Advantages:

- Experience with Seamap equipment or similar marine systems.
- Multilingual skills for international customer engagement.