



Field Service Engineer | UAN – ACEE38

Department: AfterSales & Services

Location: Office / Villejust (France), Haar (Germany), Pomezia (Italy)

Type: Full-time

About the Role

MVG is looking for a Field Service Engineer to join its global support organization and act as the first technical point of contact for customers using advanced antenna measurement systems. This role is critical to ensuring fast, high-quality issue resolution, effective preventive maintenance and calibration, strong system uptime, and long-term customer satisfaction. It is well suited to a hands-on technical professional with strong troubleshooting skills, customer-facing communication abilities, and readiness for frequent domestic and international travel.

About MVG

MVG – Microwave Vision Group – is the global leader in electromagnetic field measurement solutions. With 400+ employees, offices across 4 continents, and over 25 years of consecutive growth, we help the world's most innovative companies test, validate, and push the boundaries of wireless technology. Our mission: Testing Connectivity for a Wireless World.

Join us to shape the future.

Responsibilities

- Manage assigned service tickets from initial assessment through resolution or escalation, ensuring clear ownership and timely progress.
- Ensure accurate issue qualification by assessing severity, following structured troubleshooting processes, and collecting log files, photos, and technical evidence.
- Deliver remote and onsite technical support, providing solutions, workarounds, or timely escalation of complex and critical cases to L2 support.
- Implement preventive maintenance plans and calibration services on antenna measurement systems in line with MVG service standards.
- Oversee accurate service reporting and maintenance recordkeeping in the ticketing platform to support knowledge retention and case traceability.
- Drive feedback between field operations and internal engineering, R&D, and product teams by sharing root cause analyses, failure patterns, and improvement recommendations.
- Collaborate with commercial teams by identifying and documenting upsell, upgrade, or service contract opportunities during customer engagements.

Requirements

- Experience providing field service, technical support, or maintenance for complex technical systems; specific years of experience not specified.
 - Solid foundation in mechatronics, including the ability to interpret electrical schematics, use measurement tools such as multimeters and insulation testers, and diagnose control system issues.
 - Proven structured troubleshooting skills, including working with log files, technical schematics, and calibration procedures.
 - Strong customer-facing communication skills, with the ability to explain complex technical findings clearly to varied audiences.
 - Ability to produce detailed service reports and maintain accurate, traceable maintenance records in a ticketing platform such as Salesforce, Zendesk, or equivalent.
 - Willingness and ability to travel domestically and internationally for onsite interventions and preventive maintenance visits, estimated at 50–60% travel.
 - Professional proficiency in written and spoken English; additional languages are a strong asset.
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Nice to Have

- Experience in antenna measurement, EMC, or RF testing, including systems such as anechoic chambers, near-field/far-field test ranges, or OTA test solutions.
- Familiarity with RF calibration standards and procedures, including VNA operation and signal chain verification.
- Experience working in an international matrix organization and coordinating across time zones and cultures.
- Additional language skills, especially French, German, Italian, or Arabic, plus commercial awareness and a valid driving license.

How to Apply

Send your CV and a short cover note to careers@mvg-world.com with the subject line: ACEE38 - Field Service Engineer. We review applications on a rolling basis and aim to respond within two weeks. We look forward to hearing from you!

MVG - Testing Connectivity for a Wireless World

Special note: This role may require eligibility for access to classified or sensitive information under applicable national security laws. Possession of an active clearance is not required, and the company may conduct necessary background checks or request supporting documentation in compliance with applicable laws and regulations.