



## Field Service Engineer | UAN – 88CE34

**Department:** AfterSales & Services

**Location:** Office / MVG Industries (Villejust)

**Type:** Full-time

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### 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. Reporting to the Service Operations Manager, this role ensures rapid, high-quality resolution of technical issues while delivering preventive maintenance and calibration services that protect system uptime and customer satisfaction. It is ideal for a hands-on technical professional with strong RF troubleshooting skills, customer focus, and the ability to travel internationally.

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### 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.

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## Responsibilities

- Manage assigned service tickets from initial assessment through resolution or escalation, ensuring clear ownership and timely follow-up.
- Ensure accurate issue qualification by assessing severity, applying 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.
- Execute preventive maintenance plans and calibration services on multiprobe systems in line with MVG service standards.
- Oversee the production and submission of comprehensive service reports, maintaining precise and traceable maintenance records in the ticketing platform.
- Drive feedback loops between field findings and engineering, R&D, and product teams by sharing root cause analyses, systemic failure patterns, and improvement recommendations.
- Collaborate with commercial teams by identifying and documenting upsell, upgrade, or service contract opportunities during customer engagements.

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## Requirements

- Experience providing field service, technical support, or maintenance for complex technical systems; specific years of experience not specified.
- Solid foundation in RF, microwave, or antenna principles, with the ability to interpret measurement data and diagnose system-level issues.
- Proven structured troubleshooting skills, including working with log files, technical schematics, and calibration procedures.
- Ability to deliver clear customer-facing communication and translate complex technical findings into actionable guidance for varied audiences.
- Ability to produce detailed service reports and maintain accurate, traceable maintenance records in a ticketing platform.
- 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; familiarity with ticketing platforms such as Salesforce, Zendesk, or equivalent.

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## Nice to Have

- Experience in the antenna measurement, EMC, or RF testing industry, including 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, particularly French, German, Italian, or Arabic, plus commercial awareness and a valid driving license.

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### **How to Apply**

Send your CV and a short cover note to [careers@mvg-world.com](mailto:careers@mvg-world.com) with the subject line: 88CE34 - 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.*