



Lead Service Engineer | UAN – AFE477

Department: AfterSales & Services

Location: Office / MVG Israel (Emek Hefer)

Type: Full-time

About the Role

MVG is looking for a Lead Service Engineer to join its global support organization as a specialized L2 technical escalation expert. This role is ideal for an experienced service or systems engineer who can resolve complex technical cases, strengthen field service capabilities, and collaborate with engineering, R&D, and product teams to improve customer outcomes.

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

- Lead L2 technical escalation for complex, domain-qualified cases transferred from Field Service Engineers, owning cases from intake through resolution or structured escalation to L3 within agreed SLA terms.
- Deliver advanced remote and on-site technical support, applying specialized expertise to diagnose complex system issues and restore customer operations through validated solutions or workarounds.
- Develop and continuously refine troubleshooting procedures and diagnostic methodologies to reduce L1 escalations and raise the technical competency of the field service team.
- Ensure comprehensive service reporting after each intervention, maintaining precise and traceable maintenance records in the ticketing platform.
- Drive the feedback loop between field findings 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

- Bachelor's degree or equivalent in Electronics, Telecommunications, Electrical Engineering, or a related technical discipline.
- Demonstrated experience in field service, technical support, or systems engineering involving advanced, complex technical systems, including high-severity or multi-domain issue resolution.
- Deep specialized expertise in mechanical/electromechanical systems and control systems.
- Strong ability to conduct structured root cause analysis using log files, technical schematics, measurement data, and calibration outputs.
- Proven experience developing or improving technical procedures, work instructions, or troubleshooting guides in a service or engineering environment.
- Excellent customer-facing communication skills, with the ability to explain technical findings clearly to technical and non-technical stakeholders.
- Ability to travel domestically and internationally for on-site support interventions, estimated at 40–50%, with professional proficiency in English and Hebrew.

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.
- Prior L2/L3 tiered support or escalation experience in an international, matrix organization.
- Additional language skills such as French, German, Italian, Spanish, Arabic, or Chinese, plus commercial awareness and a driving license.

How to Apply

Send your CV and a short cover note to careers@mvg-world.com with the subject line: AFE477 - Lead 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.