



Field Service Engineer | UAN – 8A9A59

Department: AfterSales & Services

Location: Office / MVG Hong Kong

Type: Full-time

About the Role

MVG is looking for a **Field Service Engineer** to join our growing global support organization. In this role, you will serve as the first technical point of contact for our customers, ensuring rapid, high-quality resolution of issues related to MVG's advanced antenna measurement systems and delivering preventive maintenance and calibration services. Reporting to the Service Operations Manager, you will play a critical role in maintaining customer satisfaction, system uptime, and long-term client relationships — operating at the intersection of cutting-edge technology and hands-on problem solving.

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 the Service Dispatch & Planning Coordinator, taking ownership from initial assessment through resolution or escalation.
- ▶ **Ensure accurate issue qualification** by assessing severity, following defined troubleshooting processes, and collecting logfiles, photos, and other technical evidence.
- ▶ **Deliver remote and onsite technical support**, providing solutions, workarounds, or timely escalation of complex and critical cases to L2 support.
- ▶ **Execute planned preventive maintenance plans and calibration services** on antenna measurement systems in line with service standards.
- ▶ **Produce and submit comprehensive service reports** following each intervention, maintaining precise and traceable maintenance records in the ticketing platform to support knowledge retention and case traceability.
- ▶ **Drive the feedback loop** between field findings and internal engineering, R&D, and product teams — sharing root cause analyses, systemic failure patterns, and improvement recommendations.
- ▶ **Support lead capture and commercial awareness**, identifying and documenting upsell, upgrade, or service contract opportunities surfaced during customer engagements.

Requirements*

- ▶ **Experience providing field service, technical support, or maintenance** for complex technical systems; specific years of experience not specified.
- ▶ **Proven troubleshooting skills** using structured diagnostic approaches; comfortable working with log files, technical schematics, and calibration procedures
- ▶ **Solid foundation in RF, microwave, or antenna principles**, with practical ability to interpret measurement data and diagnose system level issues
- ▶ **Ability to produce detailed service reports** and maintain accurate maintenance records.
- ▶ **Strong customer facing communication skills** — able to translate complex technical findings into clear, actionable guidance for varied audiences
- ▶ **Willingness and ability to travel** domestically and internationally for onsite interventions and preventive maintenance visits (estimated 50-60% travel)
- ▶ **Familiarity with ticketing platforms** (e.g., Salesforce, Zendesk, or equivalent) for case management and reporting
- ▶ **Professional proficiency in English and Chinese** (written and spoken); additional languages are a strong asset given MVG's global customer base

Nice to Have

- ▶ **Experience in the antenna measurement, EMC, or RF testing industry**, with knowledge of systems such as anechoic chambers, near-field/far-field test ranges, or over-the-air (OTA) test solutions
- ▶ **Familiarity with RF calibration standards and procedures**, including VNA operation and signal chain verification
- ▶ **Experience working in an international, matrix organization**, with a demonstrated ability to coordinate across time zones and cultures
- ▶ **Additional language skills** — French, Japanese, Arab, particularly valued given MVG's worldwide presence
- ▶ **Commercial awareness** — prior experience identifying and reporting upsell or cross-sell opportunities during customer interactions
- ▶ **Driving license**

How to Apply

Send your CV and a short cover note to careers@mvg-world.com with the subject line: 8A9A59 - 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.