

MEASAT SATELLITE SYSTEMS SDN. BHD.
Senior Engineer – Customer Engineering

SCOPE OF RESPONSIBILITIES

Reporting to the Senior Manager, Customer Engineering and working with the Sales, to provide pre-sales and post-sales engineering supports to customers in various countries. Assist in providing technical solutions to customers for MEASAT's service offerings such as Transponder Lease, Video, Co-location, Internet Protocol (IP) Transit and Managed VSAT services.

Representative Activities

Pre and Post-Sales Support

- Providing pre-sales and post-sales engineering support to Sales & Marketing, including but not limited to the preparation of the Technical Proposals, Satellite User Handbooks, MEASAT Satellite Technical User Guides, and trainings to customers.
- Lead in specifications and engineering of customers' satellite networks, not limited to link budget analysis, recommendation of equipment for service, project lead the service/system design.
- Lead in gathering of customers' requirements to support Value Add solutions to meet customers' requirements.
- Support in remote site management, i.e. project manage installers deployment, asset tracking, RMA, site performance tracking.
- Coordinate with Customers, Sales, Engineering and Operations departments for transponders and service links activation.
- Lead in post-sales technical issues, not limited to carrier/service performance, due to local, satellite and ground equipment issues.

Processes and Procedures

- Assist in creation of Operational Processes between various departments in the company and customers to ensure smooth work flow.
- Assist in Transponder Management of the satellites, which involves frequency planning & optimization of transponder's bandwidth and power.
- Draft and follow through on technical scope of work in contract discussion with internal and external customers

Others

- Assist in Product Development, i.e. develop Product Plans (Technical) for various VAS service such as Internet Broadband, WIFI Hotspot Solution.

Support future satellite projects by evaluating various satellite payload options.

REQUIREMENTS (Education, Experience, Skills, Attributes / Behaviors, Others)

- At least 3 years working experience in satellite related industry field, preferably experience in planning and implementing VSAT, Hub topology for various services.
- Candidates with IP, broadband technology experience would be an added advantage.
- 1st Class Degree holder, or CGPA above 3.5 in engineering discipline.

- Able to work independently with minimum supervision and guidance.
- Dynamic, result-oriented, responsible and high standards of professional integrity.
- Excellent interpersonal and communication skills and good command of English. Proficiency in other Asian languages is a definite advantage.
- Willing to travel.