About Hughes Europe

Hughes Europe is an operating, sales, and marketing organization for Hughes Network Systems, LLC (HUGHES), an innovator in satellite and multi-transport technologies and networks for more than 50 years, provides broadband equipment and services; managed services featuring smart, software-defined networking; and end-to-end network operation for millions of consumers, businesses, governments, and communities worldwide.

https://europe.hughes.com

About EchoStar Mobile

EchoStar Mobile Limited is an agile, innovative mobile operator that seeks to provide organisations with better value, productivity, and operational safety via its market disruptive approach to connectivity solutions. EchoStar Mobile is a subsidiary of EchoStar Corporation, a premier global provider of satellite communication solutions. We're an Irish company, with commercial operations headquarters based in the UK, a data centre in Griesheim, Germany, and a converged satellite and terrestrial network covering the UK, Europe, and Scandinavia. At EchoStar Mobile, we know how essential reliable communication is for business productivity, safety, and profitability. Our range of connectivity solutions has been developed to disrupt the way it's always been done. Addressing the need for resilience and flexibility, our services will keep customers' operations consistently connected with the agility to evolve alongside its needs and advances in digital technology.

We've future-proofed our solutions to take care of our customers' future communication needs.

https://www.echostarmobile.com/

Field Application Engineer - EML (m/f/d)
Location: 64347 Griesheim, Germany

General Description of the Position:

We are expanding our business activities and looking for a Field Application Engineer - EML (m/f/d), Location: Griesheim, Germany.

The position is for a Field Application Engineer dedicated to providing engineering support (pre-sales and post-sales) to the EchoStar Mobile Limited (EML) Sales team, its Value-Added Resellers and end users on direct to satellite wideband (e.g. Mobile Satellite Services) and narrowband services (e.g. satellite IoT).
EML operates a pan-European Non-Terrestrial Network using LoRaWAN technology as well as a Direct to Device (D2D) network through its partner. EML is equally exploring pre-commercial services leveraging the upcoming NTN New Radio technology.
The responsibilities include technical support to the EML Sales Team, technical ownership of 'proof of concept' trials and technical demonstrations to Value Added Resellers, end-users and technology partners. In addition, the Field Applications Engineer will provide input to EML Product Development activities through extensive field (drive) testing.

Specific Duties and Responsibilities:

1. General Pre-Sales:
    *   Build effective relationships with all relevant departments in EchoStar.
    *   Build effective relationships with external technology vendors.
    *   Develop a deep technical understanding of all EchoStar Mobile service offerings.
    *   Ensure that all technical and design documentation is accurate and provided on time.
    *   Ensure reports are on time, accurate and consist of detailed information.
    *   Provide technical ownership of 'proof of concept' (POC) ensuring that all design and test plans are agreed internally and with the customer before a POC starts.
    *   Support Sales & Marketing in producing regular white papers and presentations on solving an industry issue or technical information.
    *   Produce case studies where necessary or directed.

2. Customer Contact:

- Support the sales team's business development activity
- Represent the company, on a technical level, at customer meetings, exhibitions and shows.
- Analyse the customer's business and technical requirements and design technical solutions and understanding related operational processes.
- Present individual solution concepts to the customer.
- Support the sales team in the creation of customer profiles.
- Define the design of customer trials and liaise with the Network Engineering Group on implementation.

3. Product Development activities:
- Identify and test new features, platforms and products, including new hardware and software.
- Gather and analyse market intelligence, including competitor analysis.
- Liaise with Marketing, including the identification of new product opportunities.

4. Post-Sales Support:
- Provide post-sale technical support for all opportunities.
- Hold technical workshops with customers and technology partners to promote new products and services and to understand changes in customer requirements and issues so that solutions can be provided to meet ongoing business needs.
- Conduct technical training for EML team and partners as required.

5. Other Tasks:
- Assist with co-ordinating, optimising and monitoring processes.
- Proactively manage workload, differing priorities and time effectively.
- Respect and support all changes to business processes and support the company's formal 'Quality' initiatives (including ITIL).
- Be fully aware of the Company Quality Policy and comply with the Quality Procedures and instructors applicable to the above responsibilities.
- Participate in industry shows and seminars.
- Understand and follow the European Anti-Corruption, UK Bribery Act Policy as a mandatory policy of compliance for all EchoStar entities.
- Undertake ad-hoc activities within the scope of these responsibilities, which are requested by management from time to time.

Required Skills and Education:
- University Degree in Telecommunications Engineering or comparable
- At least 5 years' experience in similar engineering roles
- Hands-on experience with IoT products and services (experience with embedded systems, firmware, development tools, microcontrollers, power management)
- Experienced with wireless systems, MAC layer, RF and antenna – Knowledge of the LoRaWAN standard is a key plus
- Capable of setting up Proof of Concepts from a HW and SW perspective
- Experienced in new features validation testing
- Knowledgeable of IoT platform programming (JSON, MQTT, AWS SQS, Grafana etc...)
- Willingness to act as a solution architect for the end to end system

Soft Skills:
- Strong team player and entrepreneurship attitude
- Passionate about his/her job and willing to run the extra mile no matters what
- Capable of evangelizing technology and pitching to a broad audience
- Experienced in customer face to face meetings
- Experienced with R&D and product management interaction
- MSc in engineering, additional qualifications are a plus
- Fluent in English, any other language is a plus
- Travel required up to 30% of the time

Echostar Mobile is a dynamic company that offers excellent benefits and the opportunity to make a real difference. In return for your commitment and skills, you will be given the opportunity to shape and develop one of the most exciting growth markets today.

Contact Information:
Please send your application in English to:
HRGermany-Jobs@hugheseurope.com

Hughes Network Systems GmbH / Echostar Mobile Limited
Human Resources
Frauke Roth
Phone: +49(0)6155-844-192
Ottostrasse 9
64347 Griesheim

Germany
www.europe.hughes.com
www.echostarmobile.com