



Resident Engineer - Automotive & Energy Solutions (m/f/x)

Job Description

Keysight Technologies, Inc. (NYSE: KEYS) is a leading technology company that helps enterprises, service providers and governments accelerate innovation to connect and secure the world. Keysight's solutions optimize networks and bring electronic products to market faster and at a lower cost with offerings from design simulation, to prototype validation, to manufacturing test, to optimization in networks and cloud environments. Customers span the worldwide communications ecosystem, aerospace and defense, automotive, energy, semiconductor and general electronics end markets. Keysight generated revenues of \$4.2B in fiscal year 2020.

Keysight's Global Services Organisation (KGSO) is seeking to hire a Resident Field Service Engineer (FSE) to join its team, with responsibility for delivering on-site support services to Keysight's Energy Ecosystem Solutions customers across the Automotive & Energy Industry Sector, with a focus on [battery cell, module & pack testing as well as end-to-end charging infrastructure](#). You will be located on our customer's site 75% of your time, dedicating yourself to provide top quality service, and 25% of the time travelling to other customer sites across Germany and Europe.

The successful candidate will have the responsibility of delivering on-site support services to the European-wide installed base of Automotive Test Solutions customers to ensure their success - the heart of our [Keysight Leadership Model \(KLM\)](#). Support services are defined as installation, decommissioning, troubleshooting, preventative maintenance, calibration, repair, training, parts and escalation management relating to solution hardware and software.

The responsibilities will include, but are not limited to, the following:

- Manage and implement preventative maintenance (PM) and calibration schedules (on-site or return to Keysight) in conjunction with the customer's production requirements.
- Perform on-site troubleshooting and repair of customer equipment in a timely, thorough, and professional manner.
- Work with cross-functional teams to address difficult repair situations and escalations.
- Supporting the Global Solutions Delivery team with involvement in on-site installation and commissioning of the complete solution.
- Supporting regional project teams with support strategy planning and implementation.
- Coordination of third-party service providers.
- Installation of hardware and software/firmware upgrades and service notes.
- Deliver customer training.
- Determine and develop approaches to the varied assignments associated with this position.
- Lead field service and support projects requiring coordination with other functions, customers and suppliers.
- Solve a broad range of system problems of varying scope and complexity, involving hardware, software, networking, application and facilities.
- Assist the Sales teams as needed; proactively look for growth opportunities to drive annual recurring revenue.

What We Offer

We're recognized as a [Great Place to Work](#) across the globe due to our robust culture and dynamic working environment. Our global team acts as "One Keysight", using collaboration, inclusivity, and integrity to advance technology. We're driven and curious, and we value all ideas, especially bold ones. And our strong culture extends far beyond our own walls. We leverage our [corporate social responsibility framework](#) to support our communities, nurture the next generation of engineers, and promote environmental sustainability. Our technical solutions – and our methods for creating them – help connect and secure the world.

We offer a competitive [salary and benefits package](#) and, after proven results, a growth path within the company. Apply today!

Job Qualifications
Required

- Bachelor's Degree in Electronic or Electrical Engineering, Engineering Technology or equivalent.
- Fluent in German and English.
- Valid driver's license with clean driving record; ability to travel via car and air is essential.
- Flexibility to travel across Europe when required. The ability for short-notice travel is essential to this role.

Desired

- Working knowledge of battery test technologies and solutions would be advantageous.
- Electrical, Electronic and Electromechanical troubleshooting techniques and skills knowledge, with a focus on power electronics, high voltage/current systems and safety.
- Strong organisational skills, with the ability to prioritise tasks in a logical manner.
- Be self-motivated, with the ability to work with minimal supervision.
- Previous on-site commissioning and/or service delivery experience desirable.
- Good working knowledge of MS Windows OS, Linux and networking.
- Ability to make decisions that favourably effect customer uptime.
- Excellent written and verbal communication skills.
- Ability to work in high-stress, mission critical situations.
- Flexible working hours per customer commitments.

Job Function
Support / Service

Business:	Keysight Global Services Organization
Employment Program:	Regular
Duration (temp position only):	Not Applicable
Relocation Benefits:	No
Shift:	Day Job
Schedule:	Full Time (F)
Travel Required:	< 25%
Staffing Recruiter:	Christopher Johnson

Candidates can be considered to work from the following locations:

EMEA : Germany : Bavaria : Munich || EMEA : Germany : Bavaria : Oberhaching

[Careers Privacy Statement](#)

Keysight is an Equal Opportunity Employer.

Keysight Technologies Inc. is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability or any other protected categories under all applicable laws.