



Field Service Engineer – USA (Department: Customer Support & Managed Services)

RAJANT CORPORATION, the 20+-year leader in industrial wireless patented Kinetic Mesh® networking solutions, is redefining real-time connectivity with resilient Smart Routing technology, ensuring secure, dynamic, and uninterrupted data flow for industrial autonomous and mobile operations across various industries.

From robotic and vehicle autonomy to asset tracking, health and environmental monitoring, smart lighting, BMS, and industrial automation, Rajant's military-grade secure, AI-powered wireless mesh networks deliver adaptive, always-on connectivity for high-stakes environments.

Rajant's mission-critical systems are in use by indoor and outdoor industries such as Warehouse and Factory Automation, Robotics, IIoT, Mining, Rail, Ports, Energy, tunnel and underground communications.

Overview: We're hiring a **Field Service Engineer (FSE)** to be the hands-on front line for Rajant customers and global service providers. This role is for an experienced field engineer who enjoys solving problems on site, coordinating remote support, and building partner capabilities. Work is assigned via a Field Coordinator, with the FSE owning safe, high-quality execution on site, coordinating with Support, Product, and Engineering, and delivering clear documentation through ticket closure.

You will lead on-site service escalations, provide remote support to global service providers, develop and enable the provider network. Success is measured by safe, high-quality field execution, customer outcomes, partner enablement, and clear documentation.

What You'll Do:

Service & Escalations

- Respond to & lead assigned on-site escalations (planned & urgent) for critical deployments; coordinate with Support, Logistics, & Engineering.
- Perform advanced triage, isolation, and stabilization of issues across RF, backhaul, & application paths; capture evidence & corrective actions.
- Execute change plans and MOPs within maintenance windows; ensure rollback/validation steps are followed and recorded.
- Partner with the Field Coordinator to plan travel, site access requirements, safety prerequisites, maintenance windows, and on-site logistics.
- Provide timely status updates to the Field Coordinator & internal stakeholders; ensure required evidence & customer/provider sign-off is captured for closure.

Provider Network Development

- Assist in developing and enabling the global service provider network: assess capability, deliver enablement sessions, and certify providers for Tier-1/Tier-2 tasks.
- Create and iterate field playbooks (checklists, MOPs, safety/EHS notes) and short video/job aids for recurring tasks.
- Review partner post-incident reports; drive preventive actions and share lessons learned broadly.

Documentation & Training

- Produce crisp case notes, diagrams, and photos; contribute to the technical knowledge base.
- Deliver targeted training to providers and customers (remote and on-site) based on observed gaps.

Qualifications:

Must-Have:

- 3+ years in wireless networking/RF and IP networking (former Sales Engineer or Field/Network Engineer experience strongly preferred).
- Ability to obtain a US Security Clearance
- Strong grasp of 802.11/Wi-Fi fundamentals, RF link budgeting, antennas, PtP/PtMP concepts; solid Layer-2 (VLANs, STP) & basic Layer-3 routing.
- Proven experience running on-site interventions: method of procedure (MOP), safety/EHS awareness, evidence collection, & customer communications.
- Excellent written & verbal communication; ability to lead customers & providers through stressful incidents with calm, clear steps.

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Nice-to-Have:

- Comfortable with Linux/CLI and basic scripting (Bash/Python) for tooling and data gathering.
- Experience with industrial environments (mining, ports, rail, energy, manufacturing, robotics).
- Familiarity with wireless planning tools (e.g., Ekahau, Radio Mobile, MLinkPlanner) and packet capture/analysis.
- Certifications such as CompTIA Network+, Cisco CCNA, or vendor wireless certifications.
- Exposure to Odo Helpdesk (or equivalent), Jira/Confluence, and KB authoring.

Travel & Work Conditions

- Travel ~70–80% (domestic/international) depending on project load; Passport required.
- Ability to work at customer sites (indoor/outdoor, elevated work, confined spaces where permitted) following EHS guidelines; lift/carry up to ~40 lbs; comfortable with PPE and site inductions.

Why Join Rajant?

- **Be part of a cutting-edge tech company** leading the charge in resilient, AI-driven, real-time connectivity solutions.
- **Work with a team of visionaries**, engineers, and storytellers dedicated to reshaping industries through adaptive networking.
- **Gain global exposure**, selling to diverse industries and collaborating with some of the world's most innovative companies.

Reports to: Service Manager.

Employment Type: Full-Time with Benefits.

Location: Remote (travel required); proximity to major international airport preferred.

Apply: Introduce yourself w/ cover letter & resume to: jointheteam@rajant.com.

Rajant Corporation is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, gender, national origin, age, physical or mental impairment, sexual orientation or any other category protected under federal, state or local law. Rajant is a USG Contractor and complies with all US laws, regulations and Executive Orders.