



PR/090036 | - Lead Field Application Engineer

Job Information

Recruiter

JAC Recruitment Korea

Job ID

1584334

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Korea, South

Salary

Negotiable, based on experience

Refreshed

June 9th, 2026 06:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

- Deliver technical training and product demonstrations to customers, ensuring effective installation, operation, maintenance, and troubleshooting of Christie products.
- Oversee and coordinate technical on-site or remote activities, serving as the primary escalation point for complex issues and ensuring decisions align with established procedures.
- Provide advanced technical support through pre- and post-sales activities, resolving issues promptly, implementing interim solutions when needed and escalating unresolved problems.
- Perform advanced product repair, maintenance, installation, calibration, troubleshooting, commissioning, and integration services of Christie products.
- Serve as the technical authority during system design and tender stages, validating recommendations and ensuring alignment with strategic objectives.
- Support trade shows, events, and product demonstrations, ensuring equipment readiness and performance.
- Conduct site surveys to support project sales and maintain accurate service records, site reports, and project documentation on the server.
- Collect and analyze customer feedback on Christie and third-party systems, providing technical insights and recommendations when requested to support optimal system performance.
- Demonstrate Christie products to highlight unique selling points, ensure optimal performance, and confirm compatibility with

customer sources.

- Represent Field Applications Engineering team in cross-functional discussions and support continuous improvement initiatives.
- Prepare or assist in creating technical documentation, reports, training materials, and customer technical communications.

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- Degree in Electrical & Electronics Engineering, or equivalent field of study.
- Preferably in Audio and Video integration and engineering.
- Experience with professional A/V technologies, including AES3, SDI, HDMI.
- Experience troubleshooting AV equipment at the board level using software, error logs, and service manuals.
- Knowledge of audio signal processing, audio I/O implementation and audio calibration.
- Understanding of networking concepts, including TCP/IP, routing, and switching.
- Knowledge of digital products and related equipment such as PC hardware, setup, repair and installation.
- Experience collaborating with cross-functional teams and third-party service providers.
- Experience in ERP systems, JD Edwards preferred.

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Company Description