



Job title, keywords, or company name

Location

Find jobs

Field Engineer



Canonical Ltd.

Changning District, Shanghai, China

Posted 8 days ago 68 views

 Be one of the **first 10 applicants**.[Apply on company website](#)

See connections who work at Canonical Ltd.

View your connections on LinkedIn who can introduce you to this job.

[Sign up for more insights](#)

Job description

This can be located anywhere in Shanghai, China

The Field Engineer will be an outstanding individual contributor and will support the delivery of Canonical's commercial projects and support integration of Ubuntu in Canonical's partner ODM/factory deployments. In addition to supporting project delivery, the Field Engineer will also have responsibility for providing onsite and offsite support for partners and customers of Canonical. Within Canonical, the Field Engineer will establish efficient and effective communication channels between all the teams that are needed to deliver projects or products and support new business opportunities.

Key Responsibilities:

The Field Engineer supports the activities of the OEM project team and OEM engineering team within Canonical's Devices Customer Engineering organization. Key responsibilities include:

- Provide exemplary technical support to assigned commercial projects
- Proactively plan and deliver technical training to Canonical's partners as needed
- Facilitate efficient communication between different teams in Canonical's customer engineering organization and other teams within Canonical
- Support Canonical customer engineering in achieving its targets and other organizational goals.

Examples of tasks that may be requested by specific teams include:

- Assist OEMs/ODMs to test and deploy Ubuntu on their hardware
- Provide fast response times and estimated timelines for resolving individual technical issues
- Ability to reproduce reported software anomalies, document test cases, test reported fixes, maintain active communications with the clients and internal teams
- Assist projects by providing technical support and knowledge at customer or partner's site
- On-site support during production preparation and run for partners.

Required Skills and Experience:

- Strong customer facing experience with proven track record
- Strong hands-on working experience with Ubuntu and/or other Linux distros
- Proficient in English language skills with high-level of written and verbal communication
- Ideally 2 years plus of OEM/ODM experience with desktop/notebook, server or IoT device-based projects
- Ability to manage multiple projects simultaneously
- Experience delivering custom software engineering projects
- Familiarity with Ubuntu's technical details
- Familiarity with Ubuntu development model or other Linux distributions
- Desired technology experience: Linux, x86, ARM, devices, clients, and servers.



Industry

Computer Software, Consumer Services, and Computer & Network Security

Employment type

Full-time

Experience

Mid-Senior level

Job function

Engineering, Customer Service, Information Technology

Meet the team

< Previous Next >


JH

Jerry Huang
Field Engineer at Canonical Ltd.

Background
 东软集团股份有限公司
 河南大学

IL

Ian Li
Field Engineer at Canonical Ltd.

Background
 Elenco Corporation

 [See 2 employees on LinkedIn](#)



Meet Canonical Ltd.

Computer Software · 501-1000 employees · Founded 2004 · Privately Held

Company

At Canonical we develop Ubuntu, the world’s most popular free operating system, with help from a passionate and talented global community of 200,000 people. Ubuntu is an African word that means 'humanity to others'. We chose it because it embodies the generosity of the community in driving Ubuntu's development, and the open source model that's delivered it to millions of users around the world.

[Read more](#)

Interview wtih Mark Shuttleworth of Ubuntu



More jobs at Canonical Ltd.

[See all jobs at Canonical Ltd.](#)



Software Engineer, Snap Store
Canonical Ltd.
Sydney, Australia

**Visual Designer**

Canonical Ltd.
London, United Kingdom

Posted 13 days ago

Field Software Engineer

Canonical Ltd.
Austin, Texas Area

Posted 20 days ago

Similar Jobs**Field Engineer--SH**

Ortho Clinical Diagnostics
Shanghai, CN · 6h

**Field Service Engineer**

tna solutions Pty Ltd.
Shanghai City, China · 5d

**Operations Engineer**

ON Semiconductor
Shanghai, CN · 10d

**Premier Field Engineer**

Microsoft
Shanghai, CN · 11d

**Product completion engineer**

HP
Shanghai, CN · 9d

**Senior Field Service Engineer**

Danfoss
Shanghai, CN · 19d

**Technical Service Engineer**

Duravit (China) Sanitaryware Co., Ltd.
中国 上海市区 · 5d

**Campus Recruiting_Software Engineer**

Dell
Shanghai, CN · 1d

**Virtualization Engineer**

Cognizant
Shanghai, CN · 42d

People also viewed**Ingeniero de Service- Montevideo**

ABB
Uruguay · 15d

**DevOps Infrastructure Team Leader**

ECI Telecom
Petah Tikva, HaMerkaz (Central) District, Israel · 7d