



Field Engineer



Canonical Ltd.

Changning District, Shanghai, China

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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

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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

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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.

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Interview with Mark Shuttleworth of Ubuntu



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