

Job description

Position: Competence Center MSS & VAS – Technical Support Expert - Junior

Direction / Unit / Departement: Customer Operations / Competence Center MSS & VAS

Manager: Aussaguel Competence Center MSS & VAS – Technical Support Team Manager

Mission:

A Marlink Technical Support Expert Junior (TSEj) handles and solves technical incidents reported by the Marlink Service Desk to the second level of support for Marlink products and services.

A TSEj is the technical expert for the Marlink organisation and its clients on the whole range of products and services offered.

Responsibilities:

- Managing and solving 2nd line technical incidents for value added services and mobile satellite communications according to internal procedures and to Marlink commitments towards its clients.
 - Analysing incidents and complaints related to the Marlink products and services, performing diagnostics, tests and applying solutions, which might be standard or customised to the specific problem of the client.
 - Owning and following up cases between level 1 and level 3.
 - Keeping the customer informed about all evolution of his request status on a daily basis.
 - Being the point of contact between the Service Desk team and internal departments or third parties for all incidents.
 - Acting to simplify actions for recurring incidents escalated by the Service Desk, together with internal departments or third parties.
 - Being responsible of problems management.
 - Preparing and writing technical documentation and operating processes, taking an active part in the preparation of user guides, technical notes, in co-ordination with the marketing and the product managers.
 - Keeping the Trouble Ticket Tool and Frequently Asked Questions updated.
 - Performing tests on mobile satellite equipments on request of the marketing or technical direction, and writing test reports in cooperation with development team.
 - Proposing, based on the customers' experience and feedback, evolutions for the range of value added services offered by Marlink.
 - Being the unique and effective link between the Marlink organization or customers and the technical direction for all technical requests.
 - Taking a pro-active role in transforming the events into service oriented actions.
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Working Environment:

Work in shift 7 days a week.

The Competence Center is supporting a follow the sun support organisation based in three locations: Bratislava, Houston and Singapore.



Daily contacts with people outside the Competence Center department: technical direction, sales managers, product managers, satellite operators, customers, resellers...

High-tech and challenging international environment.

Daily use of English.

Key skills and experience expected:

Professional or school degree in IT or telecommunications or professional experience (minimum 3 years) in an IT or telecommunications helpdesk.

CCNA and higher (optional)

Very good knowledge in IT, operating systems and software, and in broadband technologies applicable to electronic transmissions.

Curiosity about telecommunication products.

Be able to explain, train and simplify technical subjects to non-technical people.

Strong social skills for establishing professional relationships with customers and partners.

Customer oriented.

Fluent English is mandatory and a third language is a plus.

Team spirit and skills for service support.

Take initiative, show curiosity and autonomy.

A pro-active and positive attitude.