



NOC Engineer, Maritime VSAT Support at Marlink Inc HOUSTON, TX

General about the position

Providing end-user technical support, primarily on Maritime VSAT systems, for Marlink's advanced Maritime Satellite communication solutions. Based in the Marlink Regional Maritime NOC in Houston, TX.

Main tasks

- Perform second line-end user support (Incident Management) over the phone, via email or via remote management & control channels/systems.
- Be part of the 24/7 (follow the sun) shift rotation for the Regional Maritime NOC. Note: the follow the sun setup means working Day shift in Houston time zone (CT), including some weekend shifts.
- Escalate incidents and problems to 3.line support or Field Resource (for onboard service). As well as coordinate shipment of required spares with Marlink Logistics.
- Documentation of all work related to for example incident management and request fulfillment in Marlink internal systems

Required Education and Experience:

- B Sc. in Engineering/Electronics/Information Management or equivalent background/experience (e.g Military etc.).
- Experience with Maritime SatCom solutions (e.g. Antennas: Cobham/Seatel, Intellian; Platforms: iDirect) is highly preferable.
- Knowledge in Networking/routing & IP as well as RF-theory is preferable
- Experience from a technical support / customer service environment is preferable.

- Excellent verbal and written English language skills are required.
- Verbal and written Spanish language skills is preferable

Personal qualifications:

- Is customer oriented
- Good communications skills
- Is structured and orderly
- Is flexible and can work within a team
- Can take initiative and work independently

Contact

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If you have any other question, please contact Juan Velazquez +12812495542 or
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