



Job description – Technical Support Specialist CG

Employee :	To be appointed
Department:	MO735_MNOC Regions
Location:	Athens, Greece
Date:	asap
General	<p>Providing technical support for advanced Maritime Satellite communication solutions in the Regional Maritime NOC, focused on local customers in Greece.</p> <p>The Technical Support Specialist reports into the Team Leader MNOC Bratislava and ultimately into the Director Maritime MNOC.</p>
Main goals	Provide end-user technical support for the Marlink provided Maritime Satellite communication solutions - via phone, email and remote management & control channels.
Responsibilities and authorisation	<p>Responsibility and authorization are in accordance with the processes relevant to this position. Responsibilities and authorization at operational level are defined in the processes.</p> <p>The Operator is responsible for receiving, logging and carrying out fault correction on the incidents reported by the Marlink end-user/customer - as part of the incident management process.</p> <p>The Operator is further responsible for escalating issue e.g 2/3 line support functions whenever applicable - as part of the incident management process. The Operator also responsible for follow up towards the end-user/customer and keeping the customer updated on the progress/status of reported incidents.</p> <p>The Operator is authorized to escalate incidents and problem to the 3 line or Field Resource and/or Logistic when deemed necessary to ensure the continuity of critical Customer and Marlink services.</p>



Main tasks	<ul style="list-style-type: none">• Perform first and second line-end user support (Incident Management) over the phone, via email or via remote management & control channels• Partake in Request fulfillment activities when and if applicable.• Focusing on support for local customers in Greece, including after-hours on-call support as applicable.• Work closely with the other functions in the Maritime NOC (MNO Regional Teams).• Documentation of all work related to e.g. incident management and request fulfillment in the Marlink Ticketing System (MERITS).
Main knowledge	<ul style="list-style-type: none">• B Sc. in Engineering/Electronics/Information Management or equivalent background/experience (e.g Military etc).• Knowledge in Networking/routing & IP as well as RF-theory is preferable• Experience from a technical support / customer service environment is preferable.• Experience with Maritime SatCom/VSAT solutions is preferable• Excellent verbal and written English language skills are required
Main attitude competences	<ul style="list-style-type: none">• Able to work well under pressure and closely together with colleagues• Dedicated and positive• A team player• Detail oriented & reliable• Extrovert
Interested?	<p>Please send your cv and motivation by email to:</p> <ul style="list-style-type: none">• hr@marlink.com