



## Job description –Support Engineer CG

<b>Employee :</b>	To be appointed
<b>Department:</b>	MO735_MNOC Regions
<b>Location:</b>	Athens, Greece
<b>Date:</b>	asap
<b>General</b>	<p>Providing technical support for advanced Maritime Satellite communication solutions in the Regional Maritime NOC, focused on local customers in Greece.</p> <p>The Support Engineer reports into the Team Leader MNOC Bratislava and ultimately into the Director Maritime MNOC.</p>
<b>Main goals</b>	Provide end-user technical support for the Marlink provided Maritime Satellite communication solutions - via phone, email and remote management & control channels.
<b>Responsibilities and authorisation</b>	<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>



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