

JOB DESCRIPTION

Title : Technical Support Expert

Direction / Department : Competence Center – Technical Support (CCTS)

Manager (title + name) : CC Technical Support Manager, Franck Arganese

HR Contact : Aurore Dach, aurore.dach@marlink.com / Lydia Azmi Lydia.azmi@marlink.com

Main tasks:

- **Manage technical incidents received from first line supports**
 - **Handle alarms triggered from monitoring tools**
 - **Take part to testing of new products and writing their technical documentation**
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Marlink – <https://marlink.com>

With a more than 70-year experience, Marlink is the world leader in providing satellite services and satellite connectivity. We are more 1000 employees across 23 countries, we are to be found everywhere in the world and we have built a strong network of partners with more than 1250 service points. We also offer our customers a service desk available 24/7/365. This first line support is ensured by teams working on a follow the sun process from Asia, Europe, and the United States.

The technical support team

At the Aussaguel competence centre, near Toulouse, the technical support is composed of 8 team members. We handle incidents handed over by the first line teams until their full resolution. The CCTS also takes remote preventive maintenance actions, based on alarms triggered from monitoring tools. The different team members play an active role in testing new products or services and writing parts of their technical documentation; senior team members are involved in training colleagues and customers, follow incidents as problems, and lead configuration campaigns for our equipment installed at our customers' premises.

Activities :

In order to complete the missions of the position at technical support, you will have to:

- Take in charge the requests and incidents via our CRM ticketing tool according to defined priorities
- Check the information and details provided by the previous support lines
- Inform the customer about the ticket being taken in charge and keep the customer informed constantly about the status and evolution of the ticket
- Keep the ticket documented and up to date, all throughout until its closing
- Validate the incident qualification
- Proceed with thorough and deep checks in all available tools
- Analyse all available data to draw a diagnosis or apply a known solution
- Try and replicate the issues encountered by the users on our test bench and if relevant coordinate further testing with the user in order to extract useful data

- Get advise from the team
- Get in touch with the engineering teams or with our 3rd party partners to escalate issues that are relevant for them, follow these requests and keep the customer constantly informed upon the status and evolution
- Help and ease, at the larger extent, mainly by means of technical documentation (internally as much as externally) following resolved customer's issues, or on request of engineering or product management
- Be a source of and drive innovation, proposing evolutions of tools and products, based e.g. on users feedback

Expected qualifications and qualities:

- English is mandatory, additional languages are welcomed
- Graduation in network and telecommunication
- Certification or strong experience on Linux based systems
- Be organised and with sense of achievement
- Autonomy et sensible risk taking
- Ease for communication and international culture
- Strong taste for new technologies and innovation
- Cooperation and team spirit
- Skills for quick learning and applying
- Knowledge in virtualisation systems will be appreciated