



Director Global Customer Service

About the Marlink Group

In today's world, connecting our customers' businesses and assets in the most remote and challenging locations has never been more important.

As a true partner to our global customers, we provide smart network solutions that connect people and assets around the globe and in all markets where traditional connectivity cannot be achieved or is not available.

As an internationally active and well-known group with more than 1400 colleagues working in more than 30 locations, we help our customers in industries including Shipping, Energy, Humanitarian to run their business remotely in ever smarter, more profitable and sustainable ways.

Your Mission

The Regional Global support functions operates around the clock and are situated around the world. This position will oversee this operation and will have departments and teams in several time zones.

The regional support staff (RCS) is the customers first point of contact regarding technical questions. Both incidents reporting and request handling are key focus areas.

In this position you will be in charge of a large number of employees divided into teams in Marlinks various regional support centers. The position reports to the Vice President Delivery & Operations at Marlink and will be situated in Lysaker Norway.

Main Tasks

- Develop RCS to reach financial and service-oriented targets
- Responsibility for all RCS centers appearing as a function and delivering services in accordance with agreed Service Level Agreements (SLA)
- Ensure that the necessary competence is achieved through relevant learning processes
- Contribute to well-functioning collaboration across departments
- Coordinating and planning the staff in the departments in collaboration with local managers
- Contribute to further development of innovative services and products
- Participate in manager and strategy meetings
- Hold management meetings and employee/result follow-up interviews
- Responsible for updated documentation and reporting for the area

Qualifications & Professional skills

- Master or a similar educational degree and/or documented relevant experience from similar positions
- Advanced communication skills in English and local languages, oral and written is required
- Knowledge of ITIL is an advantage, but not required
- Some knowledge of data communication is a clear advantage
- Previous management experience, preferably from technical working environments
- Proven results from previous positions

Our Commitment

Our Corporate Social Responsibility approach is part of the Marlink DNA to develop our business and people operate responsibly. Marlink has incorporated and respects the Ten Principles of the [UN Global Compact](#) into our strategies to establish a culture of integrity, value, trust and innovation.

The Marlink Group is a transnational organization and considers cultural diversity as one of its greatest strengths. Additionally, we support diversity in race, gender, religion, national origin, political opinion, sexual orientation, social origins, age and physical or mental character.



Attitude & Interpersonal skills

- Ability to plan, organize and delegate tasks and responsibilities efficiently
- High ambitions on his/her own and others behalf with good ability and motivation for learning.
- Excellent verbal and written communication skills and ability to listen and understand expectations
- Strong analytical skills and decisiveness
- High customer orientation, service-minded and able to handle stress and high pressure
- Able to set priorities
- Complies with agreements
- Actively share knowledge within the organization
- Notify in time when and which support is needed
- Ready to travel in relation with work activities
- Customer oriented in reflection and action
- Flexible to perform also other tasks outside the scope of his main role-

Interested?

Please send your motivation letter & CV to Eirik Haugerud – Eirik.Haugerud@marlink.com with reference Director Global Regional Support.