



Support Engineer - Maritime NOC Slovakia, location Bratislava

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 1300 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

Support Engineer provides remote support for the Marlink Maritime customers and their satellite communication systems on board of vessels sailing out on the sea all over the world. The Support Engineer helps customers to use their internet connection and related services by providing the following activities:

Main Tasks

- Customer support via phone and e-mails
- Communication with vessels crew members, field engineers, 3rd party network operation centers
- Technical support for communication products (data, voice services)
- Remote service testing and activation
- Analyzing data records
- Internal network monitoring
- Internal databases updating

Qualifications & Professional skills

- Bc. or MSc in Telecommunications/IT
- Basic knowledge of Telecommunication Networks and IT terminology
- Good English speaking and writing skills
- Good communications skills and ability to cooperate with different teams
- Good in analyzing complex issues to find creative, logical, and effective solutions
- Well organized, detail-oriented, and accurate
- Able to handle stress and able to work under time pressure
- Customer-oriented
- Able to set priorities
- Comply with agreements

Attitude & Interpersonal skills

- Good communications skills and ability to cooperate with different teams
- Good in analyzing complex issues to find creative, logical, and effective solutions
- Well organized, detail-oriented, and accurate

- Able to handle stress and able to work under time pressure
- Customer-focused
- Able to set priorities
- Comply with agreements

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.



In support of

WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the UN Global Compact Office

Employee perks, benefits

- An attractive working environment in an international telecommunication company
- Training in satellite communication, company products, and services
- Financial contribution for meals of 5,50 EUR/worked day paid by the employer
- Mobile phone also for private use
- Laptop also for private use
- Home office option with Internet connections refund
- All-year healthcare package - Business care program with private medical clinic ProCare
- 100% salary compensation during illness up to 2 months (doctor certified)
- 5 days of additional holiday
- Language trainings
- Free drinks and fruit at the workplace
- Sporting facilities via Multi-sport card
- Employee social events

Interested?

Please send your motivation letter & CV to hr.slovakia@marlink.com with reference Support Engineer MNOC