



Product Support Manager France, Toulouse / Slovakia, Bratislava/ US, Houston

About Marlink

Marlink is a trusted partner in fully managed smart network solutions, based on an intelligent hybrid network and unrivalled digital solutions.

A true partner, who goes Above and Beyond to help you run your remote operations in ever smarter, more profitable, and sustainable ways to give you the competitive edge. In today's world, the power to connect your business operations and assets, even in the most remote and challenging places, has never mattered more.

At Marlink, we design, build and manage smart network solutions around your individual needs. We provide trusted global coverage, through our intelligent hybrid network combining satcoms, terrestrial technologies and digital.

Your Mission

- The Product support Manager is in charge of supporting some products within the portfolio of EEG with the objectives to increase customer stickiness by going beyond connectivity brick product, by increasing market penetration, increasing the EEG revenues, and increasing product consumption among existing customers.
- The Product support Manager will be specifically following the launch of its products (when new or fundamentally updated) and will act as a service manager for the launching customers as required by the Sale Support Director

Main Tasks

- Collect and analyze sales requests, customer requirements and market trends, (new product and service introduction, new regulations, technical/network changes, new usage, geographical trends, competition offer...).
- Define features, product and services evolution to adapt, to develop product portfolio
- Working closely with Sales Support Director and other product support managers to ensure an efficient development of his product.

- Push the EEG products internally (sales training) and actively support Sales, Pre-Sales to increase the product penetration in all teams.
- Promote the EEG products externally and ensure, with the support of the Sales Support Director, an efficient internal & external communication on his products.
- Identify main customer barriers for using/buying services/products
- Ensure the compliance between the services as contracted and the services as delivered
- Active Support to Sales is key: customer meeting, participation/drive on major bid/projects, conference participation as speaker
- Active Technical Support to Customer in coordination with engineering and second line support teams (follow-up on incidents with proactivity to prevent the recurrence of the incidents)
- Produce and Deliver monthly service reports on identified Key customers to be followed up

Qualifications & Professional skills

- Engineering Degree or VSAT experience knowledge as a service manager for 5 years
- Comprehensive and proven VSAT, MSS knowledge

- Proven and successful experience in product marketing management or customer relationships / management
- Technical and commercial knowledge in Telecoms and IT for B2B/Enterprises. Satcom as a plus.
- Experienced in MS Office tools (Word, Excel, PowerPoint) and collaboration tools (SharePoint...)

Attitude & Interpersonal skills

- Fluent English
- Excellent communication skills
- DIY attitude / creative
- Strong commercial/client orientation
- Self-motivated, result-focus, with ability to work under pressure
- Team Player
- Open (to different opinions, to different culture, to change)
- Trustworthiness
- Willingness to travel
- Capability to work in a transnational organization and to interface efficiently with virtual team in Engineering, Finance, Marketing, and Sales

Interested?

Please send your motivation letter & CV to hr.france@marlink.com with reference HR-FRANCE0018 "Product Support Manager"