

Technical Support Engineer

About us:

NSSLGlobal is a leading independent provider of Satellite Communications and IT managed solutions with innovation and customer service at the core of our DNA. With over 50 years of experience in the Government and Maritime markets, we leverage deep customer understanding and engineering know-how to deliver technical solutions tailored to our customers unique requirements. We provide broadband VSAT and narrowband services across Ka, Ku, C and L Bands from multiple constellations, Push to Talk capabilities, navigation, positioning and IT solutions.

NSSLGlobal enables Commercial, Government and Defence customers to communicate globally at sea, on land and in the air. Offering a range of services including Voice and Data, Safety at Sea, and crew welfare including Wi-Fi, BYOD calling and media and TV content. During disasters our communications services help those in need, and those bringing assistance, bypassing local terrestrial networks.

NSSLGlobal is a fair and ethical employer and all staff benefit from healthcare, pension contributions, a flexible working environment according to role and skills growth. Headquartered in Redhill, Surrey and with engineering hubs in Newcastle and Cornwall, we also have a global footprint with offices located across Germany, Denmark, Norway, the Netherlands, Sweden, Poland, Singapore, Japan and the United States.

About the role:

Reporting to the Customer Support & NOC Manager, you will need to be a pro-active member of the Global Customer Support Centre (GCSC) delivering 1st and 2nd line technical support on product, service and billing enquiries for both maritime and land-based customers.

Responsibilities:

- To manage responses to customer inquiries, replying promptly and efficiently, ensuring customer expectations and contractual obligations are met and where possible, exceeded.
- To provide 2nd line technical support and customer service for all technical service issues, across a multitude of technical solutions, utilising multi carrier bearers (Ka/Ku/L Band, LTE), Bespoke Virtual Environments and associated infrastructure. Managing raised concerns through to resolution, either directly, or with the assistance of internal and external resolver groups.
- To proactively monitor the GCSC networks, investigate alarms, issue outage reports, act on high usage alerts and resolve any and all service issues whether overall network or remote customer related, escalating where appropriate.
- Carry out IP traffic analysis, investigate routing and switching faults across both local and remote infrastructure, including Wireless standards (802.11x etc).
- Carry out RF analysis and interpret satellite link statistics to help resolve satellite related problems and to provide ad hoc network reports as requested by both internal and external customers.
- Leading by example, to ensure each customer interaction is logged within Freshdesk to aid in accurate and prompt fault management.

- To actively pursue technical training and to continually update technical expertise. Seeking further training on products and services, sharing this knowledge with shift colleagues.
- To make recommendations to improve systems and processes to the benefit of the customer and company. Assisting in the maintenance and distribution of up to date GCSC operational procedures
- To ensure an understanding of all of NSSL's product portfolio in order to be able to direct and support both 1st and 2nd line support teams as required
- Tasks appropriate to the role, as delegated by management.

Location and Commitments:

- Permanent Full Time Position, based in our in our Redhill or Cornwall office. You need to be located within 1 hour travel of the appropriate office.
- Shift Allowance.
- Competitive Salary.
- Annual bonus based on company and individual performance.
- Pension matched up 7.5%.
- 25 holiday days per year, plus bank holidays.
- Onsite Gym at the Redhill offices.
- Free Parking.

Candidate requirements:

- Customer Service and/or Network Operation Experience
- Possess a keen commercial awareness with ability to work on own initiative and unsupervised.
- Ability and willingness to continuously learn and support new systems and services.
- Inmarsat and/or VSAT operational, service or technical experience
- Have in depth technical knowledge of at least some of the following customer equipment or management systems
 - Inmarsat Satellite Maritime Customer Equipment.
 - Seatel & T&T VSAT equipment.
 - Inmarsat Land Mobile systems including BGAN's, Iridium and Thuraya & GX
 - Practical experience of IP networking (CCNA/JNCIA etc)
- Ability to absorb and quickly gain and retain knowledge of NSSLGlobal products & services and to fault find and explain over the telephone how products work
- Effective communicator with an eye for detail and accurate PC skills
- Excellent customer service skills and ability to interact with customers both on the phone and in meetings essential.
- Must be able to demonstrate customer focus in all that they do with a right first time, every time attitude.
- Well organised with ability to lead a shift by example.
- Ability to be able achieve SC security clearance

Contact us to apply:

If you would like to apply for this role, please contact our HR Advisor Helen Hammond at HR@nsslglobal.com.

Attach your CV advising your current and/or expected package and tell us why you are a great fit for our organisation.