


# Technical Support Operator – Cayenne, French Guiana

## About the Marlink Group

Marlink is a world leading satellite communications provider operating worldwide, enjoying a large and diversified customer base of circa 20,000 vessels, of which over 8,000 are equipped with the latest broadband technology VSAT, and 1,500 sites on Land.

Beyond connectivity, Marlink provides a full range of digital solutions addressing customers' needs in all market segments (transportation, cruise, yachting, energy, NGOs, …) with products and services around IT, Cyber Security, IoT, Cloud & SD-WAN, network management, telemedicine, and welfare to help customers to run their remote operations in ever smarter, more profitable, and sustainable ways.

Today Marlink has a presence in more than 30 countries and employs over 1,400 people, with annual revenues exceeding $650 million.

## Mission

Configure, administre et maintien à niveau l'état des équipements et services en temps réel; qualifie et analyse les causes des dysfonctionnements et mettre en œuvre les opérations nécessaires au rétablissement et à la réparation des éléments impactés (matériels et logiciels)

## Main Responsibilities / Activities

- Knowledge of IT environment
- Aware of satellite networks
- Analyse figures and key indicators.
- Analyse service performance.
- Ensure a weekly report and coordinate technical missions.
- Research and identify recurring incidents and events.
- Risk analysis
- Interact and autonomously.
- Work in a team and share knowledge

## Qualification & Professional Skills

- Bachelor's degree or more in network and telecommunication
- Network Equipment configuration (Routing)
- Programming codes (HTML, CSS, PHP)
- Possible on call duty driving weekends, national holidays, nights.
- Ability to work in « multitasking mode » with a positive attitude towards interlocutors.

## Attitude & Interpersonal skills

- Motivated
- Rigorous
- Autonomous
- Committed
- French native, English fluent, Portuguese, or local languages is a plus.
- Driving license B (Car)

## We offer

- Flexible hybrid work situation with home office option
- Marlink Training Academy for professional and personal development
- International mobility
- Equal opportunities employer
- Cultural diversity
- Attractive working environment in an international telecommunication company
- Employee social event

## Our Commitment

In addition to implementing the ten principles of the UN Global Compact, we have also signed and committed to follow the principles of the Women's Empowerment Principles (WEPS). We believe that promoting gender equality in the workplace is an important part of our corporate social responsibility and a key to sustainable economic growth. We actively work to ensure equal opportunities in all aspects of our business, including recruitment, training and development, as well as leadership and career opportunities. Through our approach to ESG and WEPS, Marlink takes responsibility for promoting a fair and inclusive workplace and society.

WE SUPPORT UN GLOBAL COMPACT

In support of

WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the UN Global Compact Office

## Interested?

Please send your motivation letter & CV
to with reference to
"Technical Support Operator– HR-FRANCE 0056"