

LINK Mobility Group AS is Europe's leading provider within mobile communications, specializing in mobile messaging services and mobile solutions. The Group offers a wide range of scalable services and solutions across industries and sectors due to a growing demand for digital convergence between businesses and customers, platforms, and users. The Group is headquartered in Oslo/Norway and fully owned by private equity company ABRY located in Boston, US. LINK Mobility continues to experience strong organic growth with a high degree of recurring revenue, as customers tend to move more business activities onto the mobile platforms. In 2019, LINK Mobility had a total turnover of 3.1 billion NOK with offices in 18 different countries.

Group Internal IT Lead

@LINK Mobility we live by three core values that drive our business and people: Innovative, Trustworthy and Committed.

When working @LINK you appreciate diversity, cross-border collaboration and solving complex challenges in a high growth environment. Our people are knowledgeable, curious and agile team players who strive to consistently deliver the best mobile messaging solutions for our customers.

Position overview

As LINK's Group Internal IT Lead you will be responsible for our internal support desk, collaboration tools (e.g. email, calendar, internal chat), workstations, office conference equipment and license management. This is role both tactical and is hands-on operational, however with emphasis on the tactical. We are working to streamline and outsource the operation of these corporate IT services and this role will manage our external vendors and outsourcing partners. In addition, you will act as the project manager overseeing Internal IT projects, and you will help define the IT strategy and IT policy to ensure alignment with business objectives. This position will be in Stockholm and reports to the Director of IT & Architecture.

Responsibilities:

- Create, launch and maintain the Office IT Policy
- System owner of Internal IT support systems
- Service desk support lead
 - Establishing and streamlining the service desk processes and SLA
 - Dispatch and coordination of tickets, follow up on support SLA
 - Resolving support tickets on Internal IT applications
 - Overall responsibility for the day-to-day management and support of the company computer systems
- Manage application vendors and outsourcing partners, including negotiations, license management and delivery management (development, maintenance, and support)
- Leading Internal IT implementation and outsourcing projects
- Collaboration with DPO on security policies
- Implementation of application security for Internal IT applications at the corporate level
- Plans and implements additions, deletions, and major modifications to the supporting global infrastructure in coordination with corporate leadership
- Management of IT change and improvement programs for Internal IT
- Ensure timely resolution to security and/or legal issues
- Ensures department is well informed of relevant changes and news within the company and effectively communicates relevant IT related information to supervisors
- Analysis and onboarding of new acquisitions to the Internal IT environment

Your Experience:

- General system administration of Business support systems
- System development and administration experience specifically on the following applications/platforms:
 - Office 365 Admin
 - SalesForce
 - Active directory / Azures AD
 - Confluence
 - Jira
 - Bitbucket
 - Keepit
 - LastPass
 - Xink
- Lead in outsourcing projects, covering requirements, evaluation, and negotiations
- Application vendor and outsourcing partner management, covering partner relations, change management, ensure agreed service delivery, negotiations, and license management
- Hands-on management, coordination, and resolution of support tickets for Internal IT systems
- Ad-hoc support investigation, coordination, and resolution
- IT support management for internal IT system covering both Office IT and Business support systems
- Project management experience preferred

Your Qualifications:

- IT based degree or equivalent industry standard certifications.
- ITIL Certification (preferably practitioner)
- Project Management Certification (desirable)

Our Perfect Match:

- High energy, driven and a strong desire for success
- Service -and business-oriented with the ability to understand the value chain and business model of the customers
- Excellent communication and interpersonal skills
- Positive attitude, and ability to create enthusiasm and dedication among colleagues and customers
- Integrity and courage to speak up when required, - while keeping calm in demanding situations

Every employee is an important member of the LINK Family. We do not accept any discrimination, whether active or by means of passive support, whether based on ethnicity, national origin, religion, disability, gender, sexual orientation, marital or parental status, union membership, political views, age or any other characteristic that results in compromising the principle of equality. LINK Mobility regards diversity as a lever for profitability.

Apply by sending you resume and application to job@linkmobility.com ASAP

Questions about the position – please contact the Director of Architecture & IT, Niclas Klack, Niclas.klack@linkmobility.com