

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 Product Expert

@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 whom strive to consistently deliver the best mobile messaging solutions for our customers.

Position overview

LINK Mobility Group is building a team to strengthen the support to local business units and the delivery of solutions to strategic customers. As a Group Product Expert, you will have an important role in the Product Expert team. The position will be based in Gliwice, Poland and reports to Director of Operations.

Responsibilities:

- Coordinate and lead delivery of services, to strategic customers.
- Secure delivery within agreed time and have close dialogue with customers and partners.
- Train local identities in delivery and support of Group product portfolio.
- Support local identities and set up of customers on Group platforms.
- Coordinate with local teams and platforms (incl routing), if required.
- Answer technical questions on Group platforms from local identities and strategic customers.
- Train and support local identities
- Document processes

Your Experience:

- Work in technical support or similar.
- Used to have a dialogue with both commercial and technical customers
- Experience using Salesforce is a plus
- Experience on handling complex delivery cases, including multiple departments and stakeholders.
- Experience from Project Management is a plus

Your Qualifications:

- Working language is English, other languages is a plus
- Good IT knowledge, experience as a user of Linux, familiar with SQL
- Handling cases within a hectic environment.
- College degree is not required; equivalent work experience will be considered.
- Service minded.

Our Perfect Match:

- High energy, driven and a strong desire for success
- Business-oriented with the ability to understand the value chain and business model of the customers
- Positive attitude, and the ability to create enthusiasm and dedication among colleagues and customers
- Integrity and courage to speak up when required, - while keeping calm in demanding situations
- Technical understanding
- Welcoming and service minded

- Collaborative and Team player
- Solution oriented and good communication skills

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. Questions about the position – please contact Espen Larsen, espen.larsen@linkmobility.com, Director of Operations.