

Senior Technical/Customer Support Specialist

We're looking for a Senior Technical Customer Support specialist to help shape the future of business messaging at LINK Mobility - Europe's leading mobile messaging and CPaaS provider.

At LINK, we power communication that keeps everyday life moving. From flight check-ins and delivery alerts to SMS authentication, WhatsApp support messages, and mobile coupons - chances are you've already interacted with our technology without even knowing it.

We help businesses engage and delight customers through scalable, end-to-end communication solutions.

This is an exciting moment to join LINK. The mobile communications industry is evolving fast, and we're expanding our award-winning CPaaS offerings to match the pace of innovation.

ABOUT THE ROLE

You will join the Local Support Team, reporting directly to the Team Leader. In this role, you will provide customer-focused technical and functional support to strategic accounts, acting as their main point of contact and ensuring an excellent customer experience across LINK's communication solutions. You will help resolve incidents, support chatbot and messaging solutions, and collaborate with internal teams when needed. The role combines customer care, technical support and strong communication skills in a customer-oriented environment.

KEY RESPONSIBILITIES

- Act as the main point of contact for strategic customer accounts.
- Manage and resolve technical and functional support requests.
- Advise customers on chatbot configuration, conversational flows and digital communication solutions.
- Build strong relationships with strategic customers and ensure a high level of customer satisfaction.
- Coordinate with internal teams to ensure efficient resolution of customer requests and incidents.
- Support WhatsApp Business and omnichannel messaging solutions.
- Monitor customer cases and ensure timely follow-up until resolution.
- Participate in day-to-day Local Support Team activities.
- Collaborate with Global Sales and other internal departments to deliver the best customer experience.

REQUIRED EXPERIENCE AND SKILLS

- Experience in Customer Support, Customer Care or Technical Support roles.
- Business-level English (B2 or higher), capable interacting with customers and international teams.
- Experience working with chatbot platforms.
- Experience creating, implementing and managing conversational bots.
- Experience designing and managing conversational flows.
- Experience with Meta WhatsApp Business Platform / WhatsApp Business API.
- Experience optimizing customer interactions across digital channels (WhatsApp, SMS, etc.).
- Ability to identify customer needs and coordinate their resolution with internal technical teams.
- Ability to work collaboratively with technical and commercial teams.
- Strong organizational skills and ability to manage multiple customer cases simultaneously
- Knowledge of omnichannel messaging environments and digital communication platforms.

NICE TO HAVE

- Basic scripting knowledge (Python, Bash or similar) for automation, diagnostics or support tasks.
- Knowledge of HTTP, JSON and API testing tools such as Postman.

- Solid understanding of REST APIs, including API consumption, authentication and basic troubleshooting.
- Experience analyzing logs and supporting technical incident resolution.

WHY JOIN LINK

- Private health insurance through a co-funded plan.
- Life insurance coverage.
- Hybrid working model (60% remote / 40% office).
- Access to the company's training programme
- Access to our Employee Share Purchase Program (20% discount on LINK stock).
- Monthly gym allowances up to 150,000 COP.
- Free office benefits including beverages, fresh fruit, IT equipment, and employee events.
- December 24th and December 31st as additional non-working days.
- 16 vacation days per year, available until March 31st of the following year.
- Intensive working hours on Fridays and during summer, while maintaining full-time employment status.

Want to know more about our company culture? Check out our EVP: [Employee Value Proposition](#)

LOCATION

Medellin, Colombia

HOW TO APPLY

Ready to join us? Apply below - we hire when we find the right people

ABOUT LINK MOBILITY

LINK is publicly listed on the Oslo Stock Exchange. We continue to grow organically with strong recurring revenue as businesses shift toward mobile-first communication.

For more information, you can visit our website: [CPaaS Enterprise Communications: SMS, WhatsApp, RCS, Email](#)

DIVERSITY AND INCLUSION

Every employee matter at LINK. We do not tolerate discrimination of any kind. Diversity fuels our innovation, equity shapes our decisions, and inclusion defines our culture. From leadership to daily interactions, we're committed to creating a fair, respectful, and empowering environment for all.