Network Operations Center Specilaist

At LINK, we connect businesses to customers through our communications products and services that drive engagement and satisfaction during each stage of the customer journey.
You're probably already familiar with us: we're behind the messages you receive via SMS, WhatsApp, email, or even to check-in for your upcoming flight, receive delivery notifications, cash in a mobile coupon to your favorite store, and so much more.

What will you do in our team?

There are many challenges ahead of you in the NOC team. You will be responsible for monitoring the LINK Mobility platforms deployed throughout Europe, including troubleshooting, fixing issues and incident management. You will also have the opportunity to prove yourself in many areas, such as monitoring & alert optimization, reporting, developing and improving internal procedures and documentation. You will be working in an international environment on a daily basis cooperating with Operations, DevOps, Customer Support, as well the telecom operators across Europe.

Why join us?

This is not a “ticket-clicking” role. If you want to grow towards automation, DevOps and have a real influence on how systems operate — you’ll find the space to do it here.

Your main tasks will include:

•Monitor and supervise production messaging platforms and infrastructure across Europe
•Independently troubleshoot incidents (L2/L3) and identify root causes
•Take endtoend ownership of incidents: coordination, escalation, communication and followup
•Actively participate in Incident, Problem and Change Management (ITIL)
•Handle premium / SLA customers, including technical communication
•Cooperate closely with DevOps, Engineering, Customer Support and telecom operators
•Improve monitoring, alerting, dashboards and operational tooling
•Create and maintain clear, highquality operational documentation
•Support knowledge sharing and onboarding within the NOC team

Requirements:

•**Advanced knowledge of Polish is an absolute must-have**;
•3+ years of experience in NOC / Monitoring / Technical Operations / Support (L2+)
•Solid Linux experience (troubleshooting, logs, CLI, production systems)
•Good understanding of networking fundamentals (TCP/IP, LAN/WAN)
•Handson experience with monitoring tools (e.g. Zabbix, Grafana, LogicMonitor)
•Proven experience working in 24/7 environments with real incident responsibility
•**Readiness to work in a 3-shift system, including some weekends & holidays**
•Practical knowledge of ITIL processes (Incident, Problem, Change)
•Ability to work independently and make decisions during incidents
•Very good English (spoken and written)
•Basic knowledge of virtualization technologies (e.g., VMware or similar)
•Basic scripting skills (Bash, Python)
•Elastic stack

How we work:

•Team of 15 members in your Polish team + international collaboration
•Short decision-making process and real ownership

•Strong focus on automation and reducing manual work
•Open, knowledge-sharing culture

We offer:

•Hybrid work model
•Co-financed Medicover care
•Co-financed private life-insurance
•Co-financed MultiSport card
•Extra day off on your birthday
•Team building events
•Extra fee from employer for retirement program (PPK)
•Employee Referral Program
•Summer bonus
•Fruits in the office
•Lunch days: Mondays & Wednesdays
•Free parking (cars & bikes).

Hiring process (fast & simple)

•1st short call (~10 min)
•Online interview with the team (~60 min)
•Feedback within a week
•Welcome on board!