

# Network Operations Center Specialist

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.

At @LINK Mobility we live by three core values that drive our business and people: United, Dedicated and Enthusiastic. When working in @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.

The Group headquarters is in Oslo, Norway, and LINK is publicly listed on the Oslo Stock Exchange. We continue to experience strong organic growth with a high degree of recurring revenue as customers move more business activities onto mobile platforms.

## 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.

## Key Responsibilities

- Monitoring of messaging platforms, infrastructure, and traffic
- Troubleshooting and providing Level 2 & 3 support
- Incident Management and Change Enablement
- Handling customer and internal communications
- Providing support for SLA customers
- Reporting issues to telecom operators
- Administration, maintenance, and optimization of monitoring solutions

## Required Skills & Knowledge

- Basic knowledge of Linux systems (e.g., Ubuntu or similar)
- Basic understanding of Azure Cloud
- Familiarity with at least one monitoring tool (e.g., Zabbix, Grafana)
- Experience with Atlassian tools (Confluence, Jira ITSM, StatusPage)
- Understanding of ITIL v4 practices such as Incident Management and Change Enablement
- Fluent written and spoken English and Polish
- Smoothness in operating within Microsoft 365 environment

## Nice-to-Have Experience

- Virtualization technologies (e.g., VMware or similar)
- Additional monitoring platforms (Grafana, Nagios, Prometheus)
- Elastic stack
- Understanding of telecommunications operator processes, including MVNO operations and messaging/SMS systems

## Your Profile

- Proactive, solution-oriented, and well-organized
- Strong analytical and troubleshooting skills, with the ability to draw conclusions from complex events
- Experience in NOC, Monitoring, Technical Support, or Customer Service roles is an advantage
- Willingness to work in a 24/7/365 shift system
- Occasional travel availability

## We offer:

- Hybrid work model (3 days/week in the office in Gliwice, 2 days/week remotely)
- Co-financed Medcover 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).