

Group Product Expert

We're looking for a Group Product Expert 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

As a Group Product Expert, you will be part of a team within the Group Tech unit to cover service fulfillment and support of group platforms.

You will work closely with regional Sales, CSM, Ops and R&D teams.

KEY RESPONSIBILITIES

Service fulfillment

- In charge of service setup across our footprint, business communication channels and CPaaS solution ecosystem(RCS, SMS, WhatsApp, Email etc.).
- Ensure that services are efficiently integrated to meet customers' expectations, and work closely with Sales Representatives and CSM to provide credentials to customers.

Level 2 Support

- Support local teams during incident resolution as the Level 2 escalation contact to run deeper investigations.
- Work closely with Sales Representatives, Customer Success and Level 1 Support to provide updates on overall fault resolution reporting.
- Train and inform local Customer Success Managers (CSMs) and Level 1 support representatives about group services and solutions in their countries. Provide them with support tools and best practices to assist customers independently before escalating to Level 2 support or for configuration changes.

Knowledge sharing

- Train and inform local Customer Success Managers (CSMs) and Level 1 support representatives about group services and solutions in their countries. Provide them with support tools and best practices to assist customers independently before escalating to Level 2 support or for configuration changes.

REQUIRED EXPERIENCE AND SKILLS

- Fluency in English, both spoken and written, is a must
- Experience in Service Management, Customer Support or a similar role is appreciated
- IT, Computer Science or relevant engineering degree preferred

OPTIONAL SUPERPOWERS

- Familiarity with Salesforce, Jira, Kibana, Postman, AWS, Log Insight, CRMs and other troubleshooting tools is a plus
- A real go-getter who takes the initiative to get things done

WHY JOIN LINK

- A fast-moving, international environment with high autonomy and trust
- Real growth opportunities, mentorship, and learning support
- Access to our **Employee Share Purchase Program (20% discount on LINK stock)**
- The chance to work on products used by millions across Europe

Want to know more about our company culture? Check out our EVP:

Employee Value Proposition

LOCATION

UK

HOW TO APPLY

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

QUESTIONS ABOUT THE ROLE

Contact: **Bishoy Henin, Director of Service Fulfillment GPE**

Email: bishoy.henin@linkmobility.com

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 matters 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.