

Senior Support Specialist, Telecom

Are you technically curious, service-minded, and motivated by helping customers resolve critical technical issues? Do you enjoy combining troubleshooting with coordination and clear communication? If so, this could be your next career opportunity.

Your position

As our new Senior Support Specialist, Telecom, you will support the daily operation of our customers communication Systems. You will take ownership of incoming requests, gather the necessary technical information, assess urgency and operational impact, and perform structured troubleshooting. When specialist assistance is required, you will coordinate the correct escalation and ensure that customers remain informed throughout the process.

You are not expected to be the specialist for every system. Your role is to establish a clear overview, perform the agreed initial checks, document findings and decisions, and ensure that each case is resolved.

Your place of work will be at our Global HQ located in Esbjerg in a full-time position. You must be willing and able to participate in a 24/7 on-call rotation according to an agreed schedule.

Your tasks & responsibilities

Your work will include receiving customer calls and service requests, monitoring tickets and alarms, carrying out remote troubleshooting, and coordinating technical responses.

You will maintain technical records, contribute to service reporting and preventive-maintenance activities, and help improve service procedures and documentation.

Your main responsibilities will be to:

- Manage service tickets from initial request through resolution.
- Perform troubleshooting and monitor systems through Zabbix or comparable platforms
- Keep customers informed and ensure that technical findings, communication, and agreed actions are documented accurately

Your profile & qualifications

You are service-minded, technically curious, and comfortable taking responsibility. You approach technical issues systematically and communicate clearly with customers and colleagues. You do not need to be a specialist in every system, but you are motivated to investigate issues, perform structured trouble shooting, and coordinate the right technical support.

To succeed in this position, we imagine that you:

- Have a technical background within telecom, networking or related field
- Have practical experience with technical troubleshooting and fault handling
- Strong Microsoft Office software knowledge
- Are comfortable using ticketing systems and documenting technical findings, customer communication, and agreed actions
- Communicate clearly in written and spoken English
- Are willing and able to participate in a 24/7 on-call rotation

Experience with telecom systems such as PABX, TETRA, VHF, AIS, CCTV, PAGA, LTE or Network infrastructure would also be beneficial. General knowledge with, Window, Linux, Proxmox, Zabbix, TOPdesk, or comparable systems, but your technical curiosity and willingness to learn are equally important.

Welcome to Semco Maritime

At Semco Maritime, we create change. For people. For projects. And for the global energy sector. With us, you will join a community of over 2,300 of the most dedicated thinkers and doers in the energy industry who are driving real change and making their

own personal mark on the global energy landscape.

While everyone knows *why* the energy transition is vital, we are concerned with the journey. *How* to get there. By providing the answers needed to make change real.

Because we believe that global energy ambitions can only be realized through hard work and clever pragmatic solutions. This is what we do. This is what we invite you to participate in.

Safety is at the core of everything we do, and we are committed to protecting our people, partners, and the planet as we work towards a sustainable energy future.

So yes, working for us will change the energy sector – and may well change you too.

We know that our people are our greatest strength. We strive to build an inclusive workplace where everyone can be themselves, contribute their perspectives, and feel part of the team. We welcome applicants from all backgrounds and believe that diverse teams help us find better solutions and move the energy transition forward.

Care to join the movement?

Change. With us.