Job Overview

ORBYT GLOBAL is continuously growing and we are seeking a motivated and tech-curious individual to join our Network Operations Center (NOC) team as a **Customer Support NOC Engineer Intern.** This entry-level role is ideal for recent graduates or students in their final year of studies who are eager to gain hands-on experience in technical support and network operations within the maritime industry.

NOC Support Team is tasked with recording, troubleshooting, and resolving complex technical issues on a 24/7 basis. Additionally, the team plays an active role in escalation processes and coordinates with various internal and external partners. By ensuring prompt and effective resolution of reported cases, the team maintains a high standard of technical support and service for our customers in the maritime industry.

Responsibilities

- Assist in providing first-line technical support via phone and email.
- Learn to diagnose basic software, hardware, and connectivity issues.
- Support the documentation of support cases and resolutions.
- Shadow experienced engineers during troubleshooting and escalation processes.
- Participate in internal training and contribute to knowledge base updates.
- Collaborate with cross-functional teams to understand recurring issues.
- Contribute to creating and updating team documentation.
- Participate in a range of team projects and provide assistance as needed.
- Gain exposure to shift-based operations and service-level agreements (SLAs).

Requirements:

- Currently pursuing or recently completed a degree in Computer Science, Telecommunications, Cyber Security, Networks or related fields.
- Basic understanding of networking concepts and IT systems.
- Strong communication and teamwork skills.
- Fluent in Greek and English.
- Eager to learn and grow in a fast-paced technical environment.

What we offer:

- 🏠 Hybrid working model.
- 🚇 Close to Public transportation (5’ walk from Piraeus METRO station).
- 📖 Access to training, mentorship, and career development resources.

Who we are:

Orbyt Global Group is a leading maritime technology company with worldwide operations, providing advanced solutions that enable smarter control, enhanced operational efficiency, and reliable connectivity. With headquarters in Piraeus and serving shipping companies globally, we facilitate reliable and efficient navigation through the digital era. Our expertise is founded on technological excellence, tailored support and a commitment to always delivering outstanding customer service in all locations.