

**Title:** Service Delivery Engineer / Specialist

**Reports to:** Commercial Operations Manager

**Overview:**

SMS Highway group is growing international messaging service provider. SMS Highway is specialised in direct to operator A2P SMS connectivity offering its services to major international OTT, Enterprise and Telecom wholesale companies globally. SMS Highway has its offices in London, Bucharest, Munich, Cape Town, Dubai, Hong Kong and we are now expanding our operations in Belgrade, Serbia.

The main role of Service Delivery Engineer/Specialist is ensuring smooth technical integration with our customers and suppliers while making sure we use company resources efficiently and that our new connections are ready to go live fast. Service Delivery Specialist will be working within Business operations / Routing team based in Belgrade and will be required to put in process and manage all compliance procedures related to our connections.

**Key Tasks include:**

- Managing Customer/ Operator integration
- Connection testing
- Managing compliance procedures (Sender registration, Content whitelisting)
- Suggesting operational improvements in customer/operator integration procedures, testing and compliance
- Depending on business need candidate may be assigned with other tasks related to Routing and Quality Management

**Key Stakeholders / Actions:**

- Clients – making sure new clients are onboarded smoothly
- Operators/Suppliers – making sure new operator connections are set fast
- Tech/Development – managing and prioritisation of new integrations, making sure resources are used properly

**Requirements:**

- Excellent knowledge of English
- University Degree in Computer sciences or relevant experience
- Experience in client facing job
- Experience with APIs and System Integration
- Experience working with HTTP and other basic IP networking protocols
- Relevant experience in Telecommunications especially in A2P SMS field or specifically SMPP protocol is a big plus

**Location** – Belgrade

To **apply** for this position please send your CV to [careers@smshighway.com](mailto:careers@smshighway.com)