

Job description:

Title: Service Delivery Engineer / Specialist

Overview:

SMS Highway group is growing international messaging service provider. SMS Highway is specialised in direct to operator A2P SMS connectivity offering its service to major international OTTs, Enterprise and telecom wholesale companies. SMSH Group has its office in London, Bucharest, Munich, Cape Town, Dubai, Hong Kong – and now we are expanding our operations in Belgrade, Serbia.

The main role of Service Delivery Engineer/Specialist is smooth technical integration with both customers and suppliers while making sure we use company resources efficient with the goal of fast customers launch. Service Delivery Specialist will be working within Business operations / Routing team based in Belgrade and will be required 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 are if customer/operator integration, testing and compliance
- Depending on business need candidate may be assigned other tasks related to Routing and Quality Management

Key Stakeholders / Actions:

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

Requirements:

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

Location – Belgrade, Zemun

To **apply** for this position please send you CV to careers@smshighway.com