JOB DESCRIPTION - Technical Service Manager

Job Title: Technical Service Manager £market

Salary: rate

Type: Full-Time, Permanent

Department: Service and Support Department

Location: High Wycombe, Buckinghamshire

Report to: Service & Support Director

Benefits: Private Health Cover

Main Purpose of the Role

This role will be responsible for the delivery of technical services within Smartcomm's Service & Support division, based from our HQ in High Wycombe. You will be responsible for Managing the Technical Service Desk and providing support to the onsite and field engineering teams as well as Smartcomm's service desk and all of our clients. We will look to you to built a remote support strategy and create a new benchmark and processes. You will be keep up to date with new technology and closely monitor the systems Smartcomm are installing to ensure the service team are up to date with training on all installed products we support. You will be able to demonstrate skills in time management, prioritisation of tasks, working to SLAs and KPIs, technical knowledge and client facing customer service.

Main Responsibilities

1) Provide technical support to our clients, service engineering team and customer service desk.

2) Receive and make calls to high end customers, working towards a good relationship with regular customers. The emphasis is on empathy and finding a solution as quickly as possible.

3) Provide technical support to the Service & Support Director for Sales activity.

4) Investigate reported faults, assess and liaise with service engineers and team for follow up.

5) Provide remote support and develop a strategy and benchmark to progress this.

6) Ensure that record keeping is at its best and up to date, creation of systems to enter, store and easily access technical data.

7) Manage supplier relationships for tech support, returns, repairs and specification of parts.

8) Proactively monitor technical requirements on client sites and potential new clients, make Service & Support Director and team aware of any specific support requirements or areas to focus on/be mindful of.

6) Maintain an awareness of, and compliance with, the company's quality, environmental and Health and Safety policies.

7) Take a proactive approach to our support model and suggest/implement changes as required to aid our growth.

8) Be a point of escalation for ongoing/recurring faults – taking a pro-active approach, attending client sites if required and ensuring a resolve is achieved while maintaining communication with clients.

Key Skills & Achievements

Required Successful candidate must demonstrate the following skills and experience:	Desired Although not required, it would be an advantage to be able to demonstrate the following:
Minimum 5 years technical Audio Visual experience	Qualifications and Industry accreditation
Minimum 2 years proven management experience	Live within a 25 mile radius of High Wycombe
Ability to coordinate multiple scheduling over varying time periods	IT systems and network engineering/technical experience
Meticulous and proven organisational skills and ability to manage your time and prioritise tasks	Experience of providing remote site support
Flexible and able to multi-task under pressure	Crestron and AMX programming experience
Ability to negotiate and persuade to meet goals	Video Conferencing engineering/technical experience
Excellent interpersonal and communication skills	
Demonstrate a high level of empathy with customers, very strong customer service ethos, good complaint handler	
Attention to detail and methodical in record keeping	

To be considered for this position, please submit a copy of your current CV to info@smartcomm.co.uk.