



Example of Technical Service Manager Job Description

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Our company is looking for a technical service manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for technical service manager

- Oversee and provide accountability for assigned projects, service requests, and incidents for Warner Bros
- Defines goals, objectives, resources and budget for area of responsibility
- Manage the day to day technical operations of the service business and ensure a fast treatment of technical queries, this includes cost assessment, case handling, review and disposition
- Propose and implement improvements and best practices in order to deliver a best in class Total Kare service experience and increase customer loyalty
- Monitor compliancy of the dealers and implement corrective actions where needed
- Provide technical support to dealers in the administration of service programs
- Maintain a relationship with customers within the vertical markets segment in relation to our offered service programs
- Provide technical support and expertise towards the Service Programs Account Managers
- Using assigned resources oversee the lab work to completion
- Manages acquisition, organization and delivery of information on unit performance and problems from users, dealers, or corporate personnel

Qualifications for technical service manager

- Experienced and comfortable with presenting to internal and external groups, in-person and online using webinar tools
- Possesses drive and motivation for achievement with the ability to learn and quickly apply new concepts and tools
- BS in Chemical Engineering, Chemistry or related degree
- Must have sufficient marketing and sales skills to develop and implement strategies to promote and commercialize existing and new products
- Must possess the necessary industry knowledge and ability to discern viable customer/market needs