

# VACANCY

## TECHNICAL SERVICE SUPERVISOR

**The Technical Service Supervisor is a highly skilled individual with strong technical and electronics background.**

**The successful candidate will oversee various work tasks performed by technicians, to ensure that customer demands are being met and all company regulations are being followed, while maintaining a high level of customer satisfaction.**

The preferred candidate must be able to successfully complete and possess the following:

- Technical knowledge and expertise in computer hardware and electronics repairs.
- Demonstrate a strong understanding and technical ability to support PCs, operating systems, access control and surveillance systems.
- Effect repairs requiring specialized computer and electronics repair skills both on-site and off-site.
- Develops technicians to provide accurate and timely responses to support/service inquiries
- Provide direction and guidance to the technicians in resolving technical issues
- Coach and provide feedback to technical support team to include the completion of end of year performance evaluations
- Adapts to a changing work environment while staying abreast of evolving technologies.
- Analytical, articulate, and result-oriented person who is able to perform under pressure & provide excellent follow-up.
- Provide recommendations for process changes to improve productivity, drive growth in revenue and increase customer satisfaction.
- Establishes and maintains systems that provide solutions to customer queries and problems.
- Able and willing to work in a fast-paced, pressured, and demanding environment.
- Strong organizational, customer-relations and communication skills.
- Minimum of 7 years progressive experience in computer and electronics repairs.
- At least 5 years experience in supervising in a technical environment.
- Degree in information technology or equivalent discipline.
- A+ certification
- Must own or operate a reliable motor vehicle

If you possess the energy and drive to fill this demanding role, please submit your cover letters and resumes, identifying your strengths relative to the requirement of the position of **Technical Service Supervisor** to [intcomexhr@gmail.com](mailto:intcomexhr@gmail.com)

*We thank and appreciate all interested applicants for their applications, however only short-listed candidates will be contacted*