

Company Description

The LKS group is one of the leading reference points in the professional services sector in Spain. It has a staff of around 500 people and an annual turnover of approximately 30 million euros. It forms part of MONDRAGON, the Basque Country's leading business association and the seventh largest in Spain

Information

 **Deadline:** 2018-12-31
 **Category:** Academia
 **Province:** Gipuzkoa

 **Country:** Basque Country
 **City:** Oiartzun

Company

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Main functions, requisites & benefits

Main functions

Our client, a leading manufacturer of facility management technologies is looking for a Technical Support Manager for EMEA to join their Gipuzkoa office. Reporting to the Field Operations Director, you will be in charge of leading the Technical Support & Repairs departments.

You will be accountable for the performance of these departments and must ensure that the goals and objectives set by the organization are met. You will have the following main responsibilities:

- Define and execute the strategic plan for the Technical Department.
- Assume full ownership of the Technical Department processes.

- Manage the team and individual performance, technical and skills development.
- Act as a technical representative in interdepartmental and intercompanies interactions.

In terms of main tasks, you will:- Manage the department resources to guarantee the technical services offered by the organization. - Produce and analyze status and metrics reports. - Establish and own the escalation process. - Implement tools in order to improve the outcome of the technical processes. - Ensure that the technical team is fully trained on the whole range of products and relevant technologies. - Collaborate with Sales and Key Accounts to provide product expertise when required. - Collaborate with Supply Chain and Quality to reach the quality metrics set by the organization. - Collaborate with Product Management to provide product insight and support for future developments.

Requisites

To be succesful in this position you will have:

- Completed education as an Engineer (Bachelor's Degree) in one of the specified disciplines or comparable technical Education + 4 year practical experience in: electrical, electronics, computer sciences or communications.
- Customer-focused and problem-solving mindset.
- Excellent written and spoken communication skills. Must be able to communicate with people at all levels.
- Leadership skills.
- Proficiency in IT based applications. Solid knowledge in SQL environment is considered a plus.
- Expected traveling time is 25%.
- Languages: Local language is Spanish.

The candidate must be fluent in English and French will be considered a plus.

Benefits