

Technical Service Manager Job Description

Duties and Responsibilities:

- Supervise and coordinate technical staff operations to ensure proper resolution of company/client problems
- Provide hands on training to technical staff to ensure a competent and effective workforce
- Liaise with ITS (Information Technical Staff) managers and other departmental heads to develop tactical plans for the delivery of professional services
- Develop and implement policies and procedures for the performance of work operations
- Ensure availability of work tools, machine, and other necessary equipment required for the performance of job duties
- Conduct periodic inspections to ensure the efficient performance of work equipment and systems
- Prepare cost estimates required for operations, labor, and materials
- Maintain documentation and proper records of work operations and decisions taken
- Coordinate and assign to technical personnel according to their capabilities to ensure an even distribution of workload
- Monitor and review employee work performance to identify areas of inefficiency
- Mentor and motivate technical staff to deliver timely and high quality services to customers
- Present reports of work operations to company management in order to provide information useful in taking key business decisions
- Ensure technical operators comply with set health/safety policies and procedures
- Maintain an up-to-date knowledge of IT systems and network by participating in educational program and conference.

Technical Service Manager Requirements – Skills, Knowledge, and Abilities

- Education and Training: To become a technical service manager, you require a Bachelor's degree in computer science, computer engineering, or in a related information technology discipline. Certifications from recognized bodies such as Microsoft and Linux are also required. An MBA degree with focus on computer systems and technology increases job prospects
- Planning Skills: Technical service managers are able to organize and coordinate the activities of information technology staff to meet company goals or client requirements
- IT Skills: They are proficient in operating and managing system databases and network
- Analytical Skill: Technical service managers are skilled in conducting analysis to identify and resolve technical and procedural problems.