



TECHNICAL SUPPORT COORDINATOR

Job Summary

Securex Agencies (K) Limited is seeking to recruit a new member into the Technical Team. The Technical Support Coordinator will be responsible for providing administrative support to the service aspect of the technical team by ensuring closure of all technical issues raised by the client. The incumbent will liaise with client to schedule jobs while coordinating with various departments at the back office to complete assignments.

MAIN RESPONSIBILITIES

- Daily scheduling of technicians for the daily service planned.
- Scheduling of quarterly services for clients with annual maintenance contracts.
- Responding to client emails pertaining service issues and copying customer care for proper communication channelling.
- Booking service requests through calls & sending emails to respective clients.
- Scheduling for any installations or replacement requests for approvals received.
- Compiling and printing the A3 service schedule for use by the technicians the following day.
- Scan, extract and save service job cards in their respective folders
- Preparing paper work for all the job cards that have to be submitted to accounts for billing as well as emailing the same to accounts.
- Auto generation of all the client complaints or incidents that have been closed in the service manager under service assets.
- Preparing paper work for all the service job cards that have to be submitted to accounts for billing as well as emailing the same to accounts.
- Ensure all complaints related to technical department are updated within 24 hours and effectively closed within 48 hours.
- Compiling the assigned incidents on the Daily Service Schedules per zone.
- Closing of any received quotation approvals from clients and raising picking slips accordingly.
- Raising of picking slips for any technician pre-kit items used for their return.
- Timely report generation for respective clients.

KEY COMPETENCIES AND QUALIFICATIONS

- Bachelor Degree in Administration or Technical Management
- 5 Years' of relevant experience
- Excellent report writing
- Possess a solid customer service attitude
- Excellent communication skills both verbal and written
- Ability to work in a fast-paced environment
- Ability to work and effectively communicate with senior-level business partners

If you are interested please send your CV to careers@securex.co.ke clearly indicating on the email subject the position you are applying for by 20th April 2021.

