POSITION OPENING

Audio/Video Service Manager
KONTEK Service Team
Durham, NC

KONTEK Systems has an immediate job opening for a Service Manager.

A KONTEK Service Manager keeps the service department running! This position ensures proper staffing and scheduling to support requests requiring AV troubleshooting and preventive maintenance. The incumbent oversees the work performed by the AV Technicians ensuring excellent customer service. The incumbent is responsible for contributing to the strategic development of the department.

THE COMPANY:

KONTEK Systems Inc. is a design/build audiovisual integration firm headquartered in Durham, North Carolina. KONTEK is a small, hardworking, locally owned, employee-centered company. For 30 years, we've provided our educational, medical, and corporate clients with cutting-edge AV technologies, concept designs, system engineering and programming, installation, custom feature and millwork integration, and long-term support for all their AV needs.

THE JOB:

- Responsible for the daily scheduling of AV Service staff
- Provide weekly and monthly reporting on Service metrics
- Hold regular, annual service meetings with support agreement clients to solicit feedback and provide summary of services
- Make or delegate purchases when needed to maintain adequate inventory of supplies and expendables for service technicians
- Track AV Support Agreement deliverables
- Track equipment purchases in relation to service calls
- Work closely with other IT departments when overseeing the service of devices that require network access
- Ability to provide basic over-the-phone troubleshooting to determine best course of action with a client's service request
- Close tickets daily by reviewing all billing, time, and product entries before closing tickets
- Create quotes for service department customers
- Maintain service vehicles
- Communicate effectively with field service technicians in order to assist with the progress of a service call
- Track ongoing RMA's with each manufacture
- Responsible for continual process improvement to ensure a smooth running department
- Implement Service Team strategy and provide input into multiyear planning

THE INTANGIBLES:

- Work for a company with unreasonably high standards of AV excellence
- Work in a downtown Durham company HQ
- Minimal travel outside of the Triangle/NC area
- Great advancement opportunities
- Health insurance, PTO, 401K, and company profit sharing

REQUIRED QUALIFICATIONS:

- A superb team player with high energy; meticulous and highly organized working style
- Ability to work across cross functional teams
- Excellent communication skill
- Ability to prioritize and delegate in fast paced environment
- AV background

HOW TO APPLY:
Apply in writing with resume and cover letter to greatjob@kontek.com.

KONTEK Systems is an equal opportunity/affirmative action employer. Women, under-represented minorities, individuals with disabilities, LGBTQ, and gender non-conforming applicants are encouraged to apply. We also do not discriminate amongst alumni of Duke, UNC, NCCU, ECU, WFU, NCSU, or other institutions of higher learning. All qualified are encouraged to apply!