

JOB VACANCY

JOB TITLE: TECHNICAL MANAGER
REPORTING TO: EXECUTIVE DIRECTOR

PURPOSE OF THE POSITION

The Technical Manager is responsible for providing leadership and direction for the Technical Department. As Head of Technical, you will be responsible for improving performance, productivity, efficiency and profitability through the implementation of effective methods and strategies. You will manage a team of technicians and other direct reports and work with vendors to ensure the highest quality products in RFSSL's line of electronic security offerings.

DUTIES AND RESPONSIBILITIES

- Participate in organizational projects to identify requirements and conduct user research, revealing insights about solutions and surfacing new opportunities for innovation.
- Daily scheduling of technicians for the daily service planned.
- Scheduling of quarterly services for clients with annual maintenance contracts.
- Follow up on new leads and referrals resulting from field activity and inquiries assigned Identify sales prospects and contact these and other accounts as assigned.
- To ensure that all customer complaints are satisfactorily recorded, managed, and resolved.
- Work closely with Tender Team to close sales in the allocated accounts. Understand and appropriately use the company pricing system and policies during sales processing.
- Management of all Installation projects.
- Compiling reports for management
- Closing of any received quotation approvals from clients and raising picking slips accordingly
- Maintain and observe the prescribed department SOP in carrying out day to day activities.
- Carrying out regular client visits and responding to client queries through walk-ins, on calls and email Is and timely submission of reports as per the agreed schedules.
- Follow up with the technical department on job completion and commissioning .

KNOWLEDGE SKILLS AND ABILITIES

- Degree in Electrical & Electronic Engineering / Telecommunications or a related field from a recognised university.
- At least five years working experience in the electronic security industry preferably in private security in a management position.
- Excellent understanding of Integrated Security Solutions (Intruder Detection and Alarm, CCTV, Access Control, Fire Detection and Alarms)
- Advanced professional training in project management.
- Presentable, articulate & a Team Player.
- Good negotiation skills.
- Knowledge of basic accounting.
- Computer literate.
- Unquestionable integrity.
- Excellent administration, communication and organisation skills.
- Ability to work under pressure with minimum supervision.

Interested candidates to send their CV's to
lmundu@rileyfalconsecurity.co.ke to reach us
on or before 30th July 2024



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SECURITY
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