



## SERVICE MANAGER

Office Solutions, a leading supplier of office equipment and document management software in Bermuda, is seeking an experienced **Service Manager**.

### The Role:

- Managing the service team to ensure customer service expectations are met
- Co-ordinating the assembly, delivery and installation of office equipment
- Managing new and used equipment, including parts and inventory levels, and placing orders with vendors
- Administering the software to track equipment sales, leases and service contracts
- Preparing the annual budget for the service team
- Reviewing and recommending changes to the equipment maintenance agreements, labour rates and cost-per-copy charges annually, and when new products are introduced.

### Applicants must possess:

- Advanced computer skills, including a working knowledge of the DDMS software package and popular network platforms
- Must be Canon and Sharp-certified on MFP products
- Advanced troubleshooting skills for diagnosing digital displays
- Advanced diagnostic and repair skills to assist the service team with complex maintenance issues
- A minimum of five years' experience as a proven service manager in an office equipment environment
- Excellent interpersonal and communication skills to build and maintain effective relationships with customers and members of the team.

Please submit your resume to: [hr@officesolutions.com](mailto:hr@officesolutions.com) or to:

**The Royal Gazette**

**Attn: HR Department**

**2 Par-la-Ville Road, Hamilton, Bermuda HM 08**

**Tel: 295-5881**

**office**   
**solutions**

**Closing date: March 19, 2021**