Service Manager – IT Hardware Engineering & Support
Job Location: Andheri East, Mumbai, Maharashtra
Experience: 4–6 Years
Salary: ₹5–6 LPA
Employment Type: Full-time
Department: Technical Services / IT Hardware Support
Job Summary

The candidate will be responsible for managing service requests related to computers, servers, networking equipment, and peripherals, ensuring adherence to service Turnaround Time (TAT) and Service Level Agreements (SLAs), and maintaining high customer satisfaction.

The ideal candidate should have strong technical knowledge of IT hardware, experience in service team management, and the ability to handle customer escalations and improve service delivery.

Key Responsibilities

- Manage service requests related to desktop computers, laptops, servers, networking equipment, and IT peripherals.
- Lead and supervise a team of service engineers, field technicians, and technical support staff.
- Allocate service requests, assign engineers, and monitor progress to ensure timely resolution.
- Monitor service TAT and SLA compliance and ensure closure of pending and overdue service requests.
- Handle customer complaints, technical escalations, and service-related issues to maintain customer satisfaction.
- Coordinate hardware installation, troubleshooting, repairs, replacements, and preventive maintenance.
- Guide engineers in diagnosing and resolving complex hardware issues.
- Coordinate with internal teams, vendors, OEMs, and service partners for technical support and issue resolution.
- Monitor spare parts availability and coordinate with procurement and stores teams to minimize service delays.
- Track service performance metrics, including First-Time Fix Rate (FTFR), Mean Time to Repair (MTTR), SLA adherence, and customer complaints.
- Prepare periodic service reports and identify opportunities to improve team productivity and service quality.
- Conduct team reviews and provide technical guidance to improve service efficiency and accountability.

Required Skills

- Strong knowledge of computer hardware, servers, networking equipment, and IT peripherals.
- Hands-on understanding of hardware troubleshooting, diagnostics, repair, and replacement.

- Basic knowledge of networking concepts, LAN/WAN, routers, and switches.
- Experience in managing service engineers, technicians, or field support teams.
- Knowledge of service ticketing systems and service request tracking.
- Understanding of service TAT, SLA management, and customer escalation handling.
- Good communication, team leadership, coordination, and problem-solving skills.
- Working knowledge of MS Excel and service reporting.

Educational Qualification
Bachelor's degree or Diploma in Electronics, Electrical Engineering, Computer Engineering, Information Technology, or a related technical field.

Experience Required

- 4–6 years of relevant experience in IT hardware service, technical support, field service, or service management.
- Prior experience in team handling, service request management, and customer coordination is preferred.
- Experience managing service delivery timelines and customer escalations will be an advantage.
- Key Performance Expectations
- Timely closure of service requests within committed TATs and SLAs.
- Effective management of service engineers and technicians.
- Reduction in pending service requests and repeat hardware complaints.
- Improved service quality, team productivity, and customer satisfaction.

Preferred Candidate Profile: A technically strong and customer-focused professional with experience in IT hardware servicing and team management, capable of ensuring timely service delivery and maintaining high customer satisfaction.