

## WE'RE HIRING | SERVICE MANAGER

THAKSHAN Global Enterprise is hiring for an established organization in the IT hardware / electronics sector for a Service Manager opportunity in Mumbai.

### About the THAKSHAN

THAKSHAN Global Enterprise helps organizations connect with relevant talent through a structured recruitment approach focused on requirement understanding, targeted sourcing, screening and candidate engagement.

### About the Organization

An established organization in the **IT products and technology sector**, with operations spanning manufacturing, sales and after-sales service. Its product portfolio includes tablets, biometric systems, desktop computers, servers and security solutions, serving enterprise, OEM and government customers.

If you have strong experience in IT hardware service operations, technical support and team leadership, this could be an opportunity worth exploring.

Location: Mumbai – Andheri East

Experience: 4–6 years

CTC: ₹5 – 6 LPA

Industry: IT Hardware / Electronics

Employment Type: Full-time

What we're looking for:

- 4–6 years of experience in service management, technical support or operations
- Experience in IT hardware manufacturing or electronics
- Strong understanding of computer hardware, servers and networking
- Service operations and SLA / KPI management experience
- Team leadership and people management skills
- Strong analytical and root-cause analysis capability
- Excellent written and verbal communication
- Familiarity with ERP and CRM / service-management systems

Key responsibilities:

- Manage end-to-end after-sales service operations
- Oversee warranty claims, repair TAT, field service and technical troubleshooting
- Coordinate with manufacturing and assembly teams on hardware defects and field performance

- Monitor KPIs including FTFR, MTTR and SLA adherence
  - Lead and train field service engineers, technicians and support staff
  - Coordinate spare-parts inventory with supply chain and procurement
  - Manage customer, vendor and service-contractor relationships
- Drive process improvements to enhance service efficiency and reduce operational costs

Register – Please register your profile on <https://www.thakshan.com/careers>

Send your updated CV to: [jobs@thakshan.com](mailto:jobs@thakshan.com)

Subject: Application – Enterprise Account Manager – Mumbai

Interested or know someone who could be a good fit?

Please share this opportunity with relevant candidates in your network.

THAKSHAN Global Enterprise

Building People. Empowering Business.

#Hiring #WeAreHiring #ServiceManager #ITHardware #TechnicalSupport

#ServiceOperations #ITJobs #MumbaiJobs #MumbaiHiring #Thakshan

## POSTER / CREATIVE TEXT

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- SERVICE MANAGER
- Mumbai – Andheri East
- 4–6 Years | ₹5 – 6 LPA
- IT Hardware / Electronics
- Service Operations SLA / KPI Team Leadership Technical Support
- Apply: [jobs@thakshan.com](mailto:jobs@thakshan.com)
- Register – Register your profile on <https://www.thakshan.com/careers>

### Why consider this opportunity?

- Opportunity to work in the IT & technology sector
- Enterprise / B2B client-facing role
- Opportunity to contribute to business growth and account expansion
- Exposure to OEM and enterprise business opportunities