

Kongsberg Maritime is an international company with job opportunities worldwide. The company is a market leader in systems for positioning, surveying, navigation and automation. Important markets include countries with significant offshore and shipyard industries. We are determined to provide our customers with innovative and reliable marine electronics that ensure optimal operation at sea.

Kongsberg Maritime GmbH, based in Hamburg, is responsible for all service and support on products for our systems plus related software and integrated equipment. Kongsberg Maritime's goal is to provide the best possible support and follow-up throughout the entire life cycle of systems to our customer's full satisfaction.



KONGSBERG

We are looking for a Service Manager who is interested in working in an exciting, hectic and demanding international environment.

SERVICE MANAGER (W/M)

Position Overview

The Service Manager will be responsible for the Customer Support team in Hamburg and will report directly to the Managing Director. In addition to the Management of the Department, she/he provides a focal point for our customers related to life cycle support of the company's products. Primary focus is in the Merchant Marine markets.

Main tasks and responsibilities

- Management of the Department
- Budget responsibility (service, spare parts, training)
- Reporting and forecasting
- Follow up and visit key customers on a regular basis
- Pro-actively inform customers about the product life-cycle status including product obsolescence, system improvements and recommended upgrades
- Preparation of maintenance and service life cycle plan according to the customer's operational fleet status and future strategy
- Attend regular regional sales follow up meetings
- Develop business/market/campaign cases for aftermarket solutions (Asset Management)

Requirements

- Management experience
- Minimum 5 years in relevant Technical role with Merchant Marine or Offshore systems
- Extensive product/system knowledge and market awareness
- Documented ability to keep focus and deliver on budget
- Experience in preparation, delivery and negotiation of commercial proposals
- Excellent communication skills, both written and verbal
- Self-driven person with positive attitude and good cooperative skills
- Travel as required

We offer

Kongsberg Maritime can offer the opportunity to be part of an international & technology driven business as well as a high degree of personal autonomy within responsibility areas. We are looking forward to your application:

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