

# Define your career:

## Maintenance Service Manager

**Country:** the Netherlands

**City:** Hoofddorp

**Job Field Area:** Maintenance & Service Management

**Experience Required:** 0 - 2 Years

**Education Required:** Technical Degree or equivalent



At Nokia, we're enabling a new type of network – a versatile, intelligent, reliable network that will become the seamless fabric of our connected lives. We're ready to meet the huge demand on network performance and access; the need to simplify, optimize, and automate the complex flow of data across the network; the need to transform the way networks, data, and technology not only connect us, but work for us intelligently, seamlessly to enrich our lives.

No other company is better positioned for leadership in the change: Nokia has always focused on serving human need. Today, more than ever before, it's our integrity, our values, and focus on the human possibilities of technology that set us apart – effortless, intuitive technology, designed to help people thrive all over the world.

### General Purpose

- Ensuring that contractual commitments and customer satisfaction targets are met or exceeded during the maintenance phase of customer contracts.
- Ensuring that customer satisfaction targets are maintained within the upper quartile band for all nominated customers.
- Working with the service readiness manager, business managers, project teams and service delivery teams to create the necessary process, environment and discipline to allow the facilitation of a smooth transition of customer projects from delivery into an operations phase.
- Ensuring that the maintenance business achieves required objectives in terms of revenue and margin. This includes identifying new maintenance opportunities.
- Ensuring that the delivery is of the required standard, driving the operational delivery teams to achieve and maintain the required standards and quality of service to meet contractual commitments to customers.

### Main Responsibility Area

- Ensures good customer relationship management
- Assists with maintenance contract implementation
- Reviews service contracts and performance proactively with customers
- Supports new contract opportunities
- Examines claims & billing disputes
- Assists in the handling of customer escalations
- Analyzes installed base

- Utilization of project management methodologies, skills and rigor to achieve outcomes
- Accountable for successful implementation of a contract
- Evaluation of Key Performance Indicators (KPI) to ensure customer satisfaction, quality, and cost are achieved

### Position Requirements

- Excellent interpersonal and communication skills
- Excellent conflict and problem solving skills
- Excellent Microsoft Office skills
- Excellent presentation skills
- Quick adaptability and stress management
- Ability to work in a team
- Openness for new situation and changes
- Proactivity, eagerness to learn and “can do” mentality (entrepreneurial skills set desired)
- Flexibility and willingness to accept any extra work to complete task on time
- Technical background / interest in technology
- Basic knowledge of business and finance
- Understanding the general principles of telecommunications

### Preferred (but not required)

- Technical knowledge of telecom networks (Cisco, Juniper, Huawei etc.)