

Ricoh Tonga Limited
Service Delivery Manager

Key Accountabilities and Performance Metrics

Pre-Sales Engineering

Accountability and Expected Target

- Work together with sales representatives to determine customer requirements
- Develop practical, value-adding technical recommendations for clients
- Identify opportunities for upgrades to customer's existing equipment
- Design, develop, test and implement solutions
- Arrange and deliver training for our company's goods and services prior to and after installation
- Assist sales representatives to close deals by demonstrating IT expertise and capability
- Have a goal of zero defects in the work outputs provided by yourself and your team

Post-Sales Engineering

Accountability and Expected Target

- Maintain a high-level of knowledge about the copy process
- Manage the run-up of Ricoh and non-Ricoh devices as required by work instructions to meet installation deadlines
- Manage the installation and configuration Ricoh and non-Ricoh devices at customer sites as per work instructions
- Manage the installation of configuration @remote, FMAudit, Papercut (or similar), ensuring customer is explained benefits
- Manage the training of customers on how to use installed devices as per work instructions
- Manage the answering of customer's technical questions about the product confidently and accurately
- Ensure customers understand service call process, toner ordering process, returns and warranties
- Manage returns management authorisation process and warranty process, internally and with Ricoh South Pacific

Inventory

Accountability and Expected Target

- Assist in the forecasting, ordering and replenishment of parts supplies weekly
- Make recommendations if parts should be replaced or not in machines as required
- Maintain tools and service equipment carefully to minimise loss and disrepair
- Ensure monthly tool stocktakes are completed
- Assist in the ordering of parts as required
- Minimise sitting stock by ensuring parts ordered and supplied are used in a timely manner
- Optimise parts inventory
- Ensure that ordered parts are supplied to customers within 10 working days
- Assist with any parts variance from stock take by helping to find reasons for variance
- Develop systems to alert low stock levels and alert operations team if stock is required

Service Coordination

Accountability and Expected Target

- Ensure service tickets for customers are scheduled immediately, responded to within one hour and resolved within four hours
- Develop systems to monitor, measure and report on service productivity levels – take remedial action to improve performance
- Develop systems to monitor, measure and report on service profitability, namely cost per contract profitability – take remedial action to improve performance
- Ensure quotes for service to customers are supplied by next business-day
- Develop systems to minimise customer downtime and take remedial action to improve performance
- Keep customers informed about the status of their service requests always
- Ensure accurate recording of time, parts and travel costs when attending to customer sites
- Develop preventative maintenance and machine upgrade plans where required
- Be contactable on-site always and ensure transparency of your schedule
- Maintain an accurate record of service cases, repairs, installations, equipment, warranties, licences and enquiries
- Assist in resolving technical issues that are escalated to you accurately and within four business hours
- Escalate tickets you cannot resolve to level two support and ensure resolution within 16 working hours by following up on the issue constantly until resolved; keep customers updated about the escalated status at the same time

Service Finances

Accountability and Expected Target

- Coordinate service budgets by monitoring overhead and capital expenses to ensure cost efficiency
- Forecast service profitability, revenue, margins and utilisation
- Understand revenue models, project P/L, cost-to-completion projections and make appropriate suggestions to management based on that data
- Understand company pricing model and billing procedures

Service Development

Accountability and Expected Target

- Assist in monitoring and assessing the technical competence and performance of engineers in the Pacific Islands by writing monthly reports with recommended action points
- Provide support, training and mentoring to develop the competence and performance of engineers in the Pacific Islands
- Develop quarterly training plans and curricula to address any competence or performance shortfalls of the engineers in the Pacific Islands
- Provide in-person and remote training to engineers in the Pacific Islands to address any skills shortages
- Develop systems to check and report on engineers' workmanship and documentation for quality and accuracy

Refurbishing and Maintenance

Accountability and Expected Target

- Manage the refurbishing of parts for re-use in cost-per-copy contract machines and for re-sale
- Manage the refurbishing of machines for re-sale
- Manage the robbing of parts from equipment for use in field if required in line with work instructions
- Ensure equipment that has had parts robbed is returned to full functionality within 10 working days of parts being robbed
- Maintain the full functionality of all devices in-stock by updating the CEO regularly about which devices are working or not, and what is required to return them to functionality
- Make recommendations if equipment should be refurbished, robbed or disposed weekly

Communication

Accountability and Expected Target

- Project a credible executive image
- Coordinate and manage service staff and teams effectively and professionally
- Schedule and chair regular meetings with relevant stakeholders that are effective
- Record concise, clear meeting notes that articulate next actions
- Deliver engaging and well-organised presentations on service matters
- Effectively communicate relevant information in a timely manner to superiors
- Understand how to communicate difficult and / or sensitive information tactfully
- Communicate technical ideas in plain English, clearly and concisely
- Further the company's vision and purpose by motivating people by talking positively about the company's purpose and vision
- Create within service teams a shared focus on the importance of achieving results

Technical Knowledge

Accountability and Expected Target

- Possess a knowledge and certification in one or more of ITIL, LEAN, or AGILE.
- Possess a thorough understanding of all Ricoh goods and services sold and supported by our company, including capabilities, applications and limitations
- Possess a general understanding in the areas of networking, application programming, database and system design
- Maintain awareness of new and emerging technologies, and the potential application for internal and external customers

Responsiveness

Accountability and Expected Target

- Answer phones and reply to emails within three rings in a professional manner
- Create and respond to helpdesk tickets as work instructions require

Health and Safety

Accountability and Expected Target

- Meet health and safety obligations for the business, ensuring personal safety in differing work environments for all employees and contractors
- Health and safety policies of Ricoh should be adhered to at all times

Miscellaneous

Accountability

- Identify opportunities for improvement in the duties above every week
- Provide input into Ricoh's ongoing improvement processes and to be an advocate for improvement
- Submit any required reports on-time
- Take part in daily and weekly meetings
- Update tasks and calendars regularly
- Maintain clean, tidy and well-organised workspaces
- Follow work instructions diligently and accurately
- Assist the team leader to deliver projects related to the service team that help drive operational excellence
- Attend training courses (online or offline) required of you by the company to provide continued upskilling and professional development
- Achieve KPIs as set by the service manager
- Any other tasks Ricoh may reasonably require not necessarily related to any of the above responsibilities but reasonably within your capabilities