



Corporate Head Office  
450 Matheson Blvd. East, Unit 59  
Mississauga, Ontario L4Z 1R5

T (905) 502-1110  
E [info@advanced-inc.com](mailto:info@advanced-inc.com)  
W [www.advanced-inc.com](http://www.advanced-inc.com)

Advanced Inc. is a leading Audiovisual and Collaborative Communications company working with corporations, government agencies, healthcare and educational organizations throughout Canada and beyond. Dedicated to innovation in technology and services, Advanced has a strong set of businesses aligned to meet today's needs.

The company offers presentation and videoconferencing solutions in addition to complete integrated systems, rental and staging of high impact displays, repair and maintenance, value-added integration services including design and engineering, installation and audiovisual consulting.

## **Service Manager – Advanced Inc.**

### **The Role:**

The Company seeks a hands-on Service Manager who will take on a leadership role in the area of technical services driving departmental growth and efficiency. Successful individual will provide leadership and support for technicians working in the audiovisual repair and maintenance areas. Reporting directly to Operations Manager, key responsibilities include but are not limited to:

- Implement department goals, objectives and operational priorities within the organization's mission.
- Oversee the administrative of the service department including monitoring of monthly service billings, annual budgets and vendor authorized repair depot programs.
- Ensure all service calls and maintenance agreements are executed in accordance with the commercial terms promised to the customer.
- Assist in the development of updated or enhanced service and maintenance programs.
- Assume responsibility for coordinating efficient repair turnaround of all equipment serviced, managing operational human resources (both employees and 3<sup>rd</sup> party contractors), and liaising with clients and suppliers as necessary.
- Provide back up support to Installation Project Manager's as needed.

### **The Candidate:**

Applicants for this role must have the following:

- At least 2 years experience in AV installation / design engineering with CTS (or equivalent) qualification, or the willingness and ability to attain this qualification within 2 years of joining.
- Management experience of a service department in the area of AV/IT is preferred.
- Good communication skills both written and verbal
- Solid working knowledge of such programs as Microsoft Outlook, Access and Excel
- Previous AV project management experience would be considered a plus
- Access to a vehicle and a clean driving record is essential and required

We offer a compensation package commensurate with candidate's knowledge and productivity. Package is comprised of base salary plus performance bonus in addition to a company benefits plan.

Please email your resume to [hr@advanced-inc.com](mailto:hr@advanced-inc.com)

For additional company information, please visit [www.advancedsolutions-inc.com](http://www.advancedsolutions-inc.com)