

Nigeria Jobs Expertini®

CCNA - Service Development Manager - Nigeria

[Apply Now](#)

Company: Canon

Location: Nigeria

Category: other-general

Develop & Support Canon distributors, channel partners and Canon end-users to achieve and maintain the optimum performance of nominated products. This includes responsibility of analyzing, documenting, testing, communicating, liaising, and ultimately solving customer problems. Report, recommend and take appropriate action regarding individual product performance, service marketing and service training.

Expand service facilities across Nigeria and West Africa.

Improve service deliveries leading to high customer satisfaction.

Market Canon service across the nominated regions

Design and deliver technical training on relevant Canon product as designated by the service manager

To plan, develop and implement any specific project or strategy to develop the service provided by CCNA

Identify and appoint new service partners

Warranty spares parts logistics management for service partners

What we give

With Canon, you'll get the support and encouragement you need to grow, from people who share your ambition. We'll invest in your professional development to help you learn and

progress in your role with us. You'll find leaders who give you the freedom to explore new things and a team where knowledge is shared openly.

Service Delivery Improvement

Implement actions leading towards better quality service delivery and achieving targets of Service KPI's

Regular review of Service Partners.

Identify and appoint new Service Partners

Expand in-country Service presence in the nominated regions.

Set processes and systems in place for optimum spares parts availability while entirely managing the warranty spare parts logistics.

Take technical initiatives to prevent and minimize problems.

Address customer complaints and start customer satisfaction measurement.

Address end-user requirements and support sales Service Marketing

Identify, plan and implement service marketing events to promote Canon Service in country.

Recommend, prepare and action service seminars, individually, or in liaison with other Canon Technical, Sales or Marketing staff, as required.

Plan for ATL and BTL Service Marketing activities

Plan Service Road shows and service promotion events.

Provide technical assistance and support to training courses, exhibitions and seminars.

Technical Support and Development

Develop technical skills of Canon Partners and Channel Service team by conducting Service Trainings and workshops on nominated products.

Provide support to Canon distributors and end-users.

Identify key support issues from those escalated, and propose actions to resolve, liaising with other Canon personnel as appropriate (for instance, CCNA Technical Specialist or Canon

Europe's Technical Service Support personnel).

Visit end-user or distributor premises to investigate and resolve problems as necessary.

Evaluate, prioritize, and respond to field suggestions and written enquiries.

Maintain and update Service records.

Ensure that work processes and workflows exist for all Support related tasks

General

Prepare weekly/Monthly reports to Head office

Actively participate in cross functional projects and initiatives as requested by Service Manager.

What we ask

Degree/Diploma with relevant and recognized formal qualifications.

Business Management qualification is desirable.

Overall 8-10 years of experience. Out of which technical knowledge and experience (2 years minimum) coupled with the ability to relate technical information to non-technical people at all levels.

Previous experience of formal classroom training or high-level coaching is desirable.

Functional knowledge and/or understanding of Consumer Printing products & Photo Video equipments.

Fluency in written and spoken English is essential.

Proficiency with MS Office applications, i.e. Word, Excel, PowerPoint.

You will need

Excellent analytical skills and logical thinking.

Learning agility

Able to communicate, at times involving complex information, to individuals at all levels,

internally and externally.

To be able to support and advise colleagues in a constructive way

To be able to deputize for Service Manager

Canon is an equal opportunity employer. Canon recruits, employs, trains, compensates and promotes regardless of race, religion, national origin, sex, disability, age, veteran status or other protected status as required by law.

At Canon we have a clear vision: to be committed to creating a more inclusive and equitable culture where employees are valued and can thrive personally and professionally.

Canon also has a strong commitment to sustainability, encompassed by our Kyosei philosophy of living and working together for the common good, focused on reducing our environmental impact and creating opportunities to make positive social contribution.

[Apply Now](#)

Cross References and Citations:

1. **CCNA - Service Development Manager - Nigeria** [Trademethejobs](#) [Jobs Nigeria](#)
[Trademethejobs](#) ↗
2. **CCNA - Service Development Manager - Nigeria** [Teacherjobs](#) [Jobs Nigeria](#)
[Teacherjobs](#) ↗
3. **CCNA - Service Development Manager - Nigeria** [Accountantjobs](#) [Jobs Nigeria](#)
[Accountantjobs](#) ↗
4. **CCNA - Service Development Manager - Nigeria** [Gynecologistjobs](#) [Jobs Nigeria](#)
[Gynecologistjobs](#) ↗
5. **CCNA - Service Development Manager - Nigeria** [ExpertiniJobs Nigeria](#) [Expertini](#) ↗
6. **CCNA - Service Development Manager - Nigeria** [Softwareengineeringjobs](#) [Jobs Nigeria](#) [Softwareengineeringjobs](#) ↗
7. **CCNA - Service Development Manager - Nigeria** [Automationjobs](#) [Jobs Nigeria](#)

Automationjobs ↗

8. CCNA - Service Development Manager - Nigeria Presidentjobs Jobs Nigeria

Presidentjobs ↗

9. CCNA - Service Development Manager - Nigeria Directorjobs Jobs Nigeria

Directorjobs ↗

10. CCNA - Service Development Manager - Nigeria Chemistryjobs Jobs Nigeria

Chemistryjobs ↗

11. CCNA - Service Development Manager - Nigeria Legaljobs Jobs Nigeria Legaljobs

↗

12. CCNA - Service Development Manager - Nigeria ScrumjobsJobs Nigeria Scrumjobs

↗

13. CCNA - Service Development Manager - Nigeria Seekingjobs Jobs Nigeria

Seekingjobs ↗

14. CCNA - Service Development Manager - Nigeria Findlocaljobs Jobs Nigeria

Findlocaljobs ↗

15. CCNA - Service Development Manager - Nigeria Blockchainjobs Jobs Nigeria

Blockchainjobs ↗

16. CCNA - Service Development Manager - Nigeria Workjobs Jobs Nigeria Workjobs

↗

17. CCNA - Service Development Manager - Nigeria LuxembourgjobsJobs Nigeria

Luxembourgjobs↗

18. CCNA - Service Development Manager - Nigeria Searcheruropeanjobs Jobs Nigeria

Searcheruropeanjobs ↗

19. Ccna - service development manager - nigeria Jobs Nigeria ↗

20. AMP Version of Ccna - service development manager - nigeria ↗

21. Ccna - service development manager - nigeria Nigeria Jobs ↗

22. Ccna - service development manager - nigeria JobsNigeria ↗

23. Ccna - service development manager - nigeria Job Search ↗

24. Ccna - service development manager - nigeria Search ↗

25. Ccna - service development manager - nigeria Find Jobs ↗

39c6e50a68/

Generated on: 2024-05-02 by Expertini.Com