



## **Position: Technical Administrator**

### **Job Summary**

Our client is seeking to recruit a new member into the Technical Team. The Technical Administrator will be responsible for providing administrative support to the service aspect of the technical team by ensuring closure of all technical issues raised by customers. The incumbent will liaise with customer to schedule jobs while coordinating with various departments at the back office to complete assignments.

### **MAIN RESPONSIBILITIES**

- Schedule daily and quarterly service visits for technicians.
- Coordinate installation and replacement requests based on client approvals.
- Respond to client emails and service inquiries; liaise with Customer Care for proper follow-up.
- Book service requests via phone and confirm appointments with clients by email.
- Prepare and print daily service schedules (A3 format) for technician use.
- Scan, extract, and file service job cards into appropriate digital folders.
- Prepare job card documentation for billing and submit to Accounts (both hard and soft copy).
- Auto-generate and track closure of client complaints/incidents in the service management system.
- Ensure technical complaints are updated within 24 hours and closed within 48 hours.
- Compile and track service incidents across different zones.
- Raise picking slips for approved client quotations and technician toolkits.
- Generate timely service summary reports for key clients and internal use.

### **KEY COMPETENCIES AND QUALIFICATIONS**

- Bachelor Degree in Administration or Technical Management or any equivalent qualification
- 3 Years' of relevant experience
- Excellent report writing
- Possess a solid customer service attitude
- Excellent communication skills both verbal and written
- Ability to work in a fast-paced environment
- Ability to work and effectively communicate with senior-level business partner

### **How to apply**

If you believe you are the right candidate and can clearly demonstrate your abilities to meet the criteria above, please send CV and cover letter to [info@houstonconsult.com](mailto:info@houstonconsult.com) by Friday 17<sup>th</sup> October 2025