



**RLE Technologies** is a leading global provider of raised floor and airflow, leak detection, and monitoring solutions for critical facilities. With more than 30 years of experience in our industry, we hold over 30 patents for our innovative products manufactured in Ft. Collins, CO. At RLE, we offer our employees:

- Challenging work in a supportive team environment
- Competitive pay and bonus structure
- 100% employer paid medical/dental/vision insurance for employees and affordable dependent coverage
- Life Insurance, AD&D, Short and Long Term Disability
- A generous 401(k) plan with a 4% employer match
- Wellness Program
- Locally owned, well established, and highly respected business in Ft. Collins, CO

We are currently searching for an experienced **Technical Services Manager**.

**Responsibilities Include:**

- Coordinating with RLE Technologies' sales staff and customers to develop service proposals including specific statements of work for customer approval prior to service work being performed.
- Overseeing and scheduling service jobs that meet customer timeline requirements while taking RLE resources into consideration.
- Performing onsite work at customer facilities including product training, product installation, and start-up/commissioning of RLE products.
- Hiring and managing RLE Service Technicians by providing training, feedback and support, as well as providing direction while onsite work is being performed.

The ideal candidate will be an outgoing, friendly, and optimistic problem solver who works well under pressure to achieve customer satisfaction. *Specific requirements include:*

- Bachelor's degree and 5+ years of experience, or similar combination of education and experience.
- Two years' experience managing a service department preferred.
- Ability to read and analyze technical specifications.
- Excellent diagnostic and problem-solving skills.
- A general understanding of electronics and IT technology, and the ability to explain these concepts to others.
- Experience traveling to customer facilities to perform product installations/commissioning and start-ups; experience performing work at mission critical facilities preferred.
- Demonstrated ability to efficiently and effectively manage and track progress and tasks for multiple projects simultaneously.



- The ability to communicate effectively with customers and co-workers; communicate information (written and verbal) to co-workers and customers at various levels throughout RLE and customer organizations.
- Knowledge of customer services ethics, principles, and procedures.
- A proven track record of, and a dedication to, providing excellent customer service.
- The willingness and desire to gain new skills and knowledge; ability to learn new skills independently and through guided learning.

In addition, qualified candidates must be able to:

- Travel approximately 50% of the time, occasionally with short notice
- Work for extended hours when performing work at customer sites
- Perform work at remote job sites, including mission critical facilities and constructions sites
- Lift up to 50 lbs.
- Stand for long periods of time
- Work in tight spaces that may include kneeling, crawling, twisting, bending, climbing, etc. to install RLE products.
- Have a clean driving record and the ability to make travel arrangements including booking/reserving airfare, car rentals, and hotel rooms.

**Qualified candidates should send a cover letter highlighting relevant experience, and a current resume to [jobs@rletech.com](mailto:jobs@rletech.com).**

