



## Service Operations Manager (EMEA & APAC) | UAN – 5EC262

**Department:** After-Sales & Services

**Location:** Office / MVG Industries (Villejust)

**Type:** Full-time

---

### About the Role

MVG is looking for a Service Operations Manager to lead and coordinate the After-Sales & Services organization across EMEA and APAC, acting as the central operational authority for a tiered service delivery structure. This role owns the service operations lifecycle from case intake, escalation and priority arbitration to team coordination, KPI tracking and continuous improvement, ensuring responsive, technically excellent customer support. It is ideal for an experienced service operations or after-sales leader who can manage distributed technical teams, engage senior stakeholders and drive measurable service performance improvements.

---

### About MVG

MVG – Microwave Vision Group – is the global leader in electromagnetic field measurement solutions. With 400+ employees, offices across 4 continents, and over 25 years of consecutive growth, we help the world's most innovative companies test,

validate, and push the boundaries of wireless technology. Our mission: Testing Connectivity for a Wireless World.

Join us to shape the future.

---

### Responsibilities

- Lead day-to-day service operations across EMEA and APAC, ensuring service requests, inquiries and complaints are logged, prioritized, routed and tracked through to resolution with clear customer communication.
- Manage escalation pathways across L1, L2, L3 and internal engineering teams, providing structured decision-making support on high-severity and cross-functional cases.
- Develop and coordinate the service team, including workload distribution, travel planning, onboarding, compliance with travel policies and a culture of accountability and continuous learning.
- Define and drive the service training framework by identifying skill gaps, setting role-appropriate training and certification requirements, and coordinating internal and external training resources.
- Oversee service KPIs, reporting and performance reviews across ticket volumes, SLA adherence, resolution times, resource utilization, customer satisfaction and team efficiency.
- Optimize service quality and continuous improvement by analyzing recurring failures, service report quality and intervention outcomes to strengthen processes and customer experience.
- Collaborate with senior management and commercial teams to support service transformation, improve operational processes and capture upsell, upgrade and renewal opportunities.

---

### Requirements

- Bachelor's degree or equivalent in Engineering, Operations Management, or a related technical or business discipline.
- Demonstrated experience in service operations, technical support management, or after-sales leadership within a complex technical environment, with a proven record of managing multi-level teams and improving service performance.
- Strong understanding of tiered support structures and escalation management, including priority arbitration, cross-functional dependency management and decision-making under pressure.
- Experience defining, monitoring and reporting service KPIs, including ticket

management metrics, SLA compliance, customer satisfaction indicators and resource workload analysis.

- Proven ability to design and implement training programs and development frameworks for technical service teams, including certification or compliance requirements.
- Solid understanding of field service logistics, including travel coordination, work safety requirements, spare parts management and international resource planning.
- Proficiency with ticketing, CRM and service management platforms such as Salesforce, Zendesk or equivalent, plus professional written and spoken English.

---

### Nice to Have

- Familiarity with antenna measurement, EMC, RF testing or related high-technology environments.
- Prior experience managing geographically distributed or international service teams across time zones, cultures and organizational layers.
- Experience working in an international matrix organization with R&D, product management, sales or other cross-functional stakeholders.
- Additional language skills such as French, Italian, Spanish, Arabic, Chinese or Japanese; familiarity with ERP or field service tools such as SAP or Salesforce Field Service is also valued.

---

### How to Apply

Send your CV and a short cover note to [careers@mvg-world.com](mailto:careers@mvg-world.com) with the subject line: 5EC262 - Service Operations Manager. We review applications on a rolling basis and aim to respond within two weeks. We look forward to hearing from you!

*MVG - Testing Connectivity for a Wireless World*

*Special note: This role may require eligibility for access to classified or sensitive information under applicable national security laws. Possession of an active clearance is not required, and the company may conduct necessary background checks or request supporting documentation in compliance with applicable laws and regulations.*