



Service Operations Manager (EMEA & APAC) | UAN – C79534

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 its After-Sales & Services organization across EMEA and APAC. This role owns the end-to-end service operations lifecycle, from case intake and priority arbitration to team coordination, KPI tracking, escalation management, and continuous improvement. It is ideal for an experienced technical service operations leader who can drive performance, develop international teams, and ensure responsive, high-quality customer support.

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, communicated, and tracked through to resolution.
 - Manage escalation pathways across L1, L2, L3, internal engineering teams, and senior stakeholders, providing structured decision-making on high-severity and cross-functional cases.
 - Develop and coordinate a geographically distributed 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, identifying skills gaps, role-specific training needs, certification requirements, and safety qualifications.
 - Oversee service KPIs, including ticket volumes, SLA adherence, resolution times, resource utilization, customer satisfaction, and team efficiency, translating insights into improvement plans.
 - Optimize service quality and continuous improvement by reviewing recurring failures, service report quality, intervention outcomes, and systemic process weaknesses.
 - Collaborate on service transformation and commercial growth initiatives, contributing to service offerings, contract structures, operational processes, and identification of upsell, upgrade, and renewal opportunities.
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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, including multi-level team management and measurable service performance improvement.
- Strong understanding of tiered support structures and escalation management, with the ability to arbitrate priorities, manage cross-functional dependencies, and make decisions 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 proficiency in written and spoken English.

Nice to Have

- Familiarity with the antenna measurement, EMC, RF testing, or related high-tech measurement industries.
- Prior experience managing geographically distributed or international service teams across time zones, cultures, and organizational layers.
- Experience working in an international matrix organization and influencing functions such as R&D, product management, and sales.
- Additional language skills, particularly 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 with the subject line: C79534 - 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.