



Logistex provide automated materials handling and software (WMS) solutions for warehousing operations and we are currently seeking a

Head of Technical Support

Location: Kettering

Position Type: Permanent

Are you an experienced leader with a passion for delivering exceptional technical support and a good understanding of PLCs? Join us as **Head of Technical Support** and take charge of scaling and optimizing our support function to ensure outstanding customer experiences.

Role Overview

As Head of Technical Support, you will lead a high-performing team of engineers and specialists, managing both software and electro-mechanical support operations. You will drive strategy, oversee day-to-day operations, and champion continuous improvement in processes, tools, and customer satisfaction.

Why Join Us?

- Influence strategic growth and operational performance
- Hybrid working flexibility
- To be the authority for formally signing off technical work the Engineering team deliver.
- Career development and succession planning opportunities
- Work with a dynamic team across residential and field service sites
- Be part of a company that values safety, integrity, and continuous improvement

Key Responsibilities

- Develop and execute technical support strategy aligned with business goals
- Lead, mentor, and grow a multi-regional support team
- Oversee ticket management, escalations, and SLA compliance
- Champion a customer-first culture and enhance self-service resources

Requirements

- Experience in technical support or customer success leadership roles
- Strong understanding of support operations and best practices
- Experience with Jira reporting tools
- Technical background and familiarity with service-based business systems
- Degree in Computer Science, Engineering, Business, or related field (Master's preferred)

Apply today and help us deliver technical excellence and customer satisfaction!