



Director of Services – Morehead, Kentucky

RAJANT CORPORATION, the 20+-year leader in industrial wireless patented Kinetic Mesh® networking solutions, is redefining real-time connectivity with intelligent edge network technology, ensuring secure, dynamic, and uninterrupted wireless network solutions for industrial customers.

From robotic and vehicle autonomy to asset tracking, health and environmental monitoring, smart lighting, BMS, and industrial automation, Rajant's unique military-grade, AI-powered, secure edge network solutions deliver adaptive, always-on connectivity for high-stakes environments. Rajant's mission-critical systems are in use by indoor and outdoor industries such as Warehouse and Factory Automation, Robotics, IIoT, Mining, Rail, Ports, Energy, tunnel and underground communications.

Position Summary: Rajant is building a unified **Technical Support & Managed Services Group** to provide technical support, field services, and consulting services to its network customers in over 80 countries. We are seeking an experienced individual to fill the position of **Director of Services** and provide team management, service product development, hands-on customer service, and P&L responsibility.

This role involves product and operational management for customer-facing services and is central to ensuring delivery excellence across **all international regions and time zones**. You will be responsible for designing and managing service offerings while balancing execution with strategic growth.

Key Responsibilities:

Team Leadership & Global Service Delivery

- Lead a skilled team of technical support and field service engineers.
- Ensure 24/7 global support coverage across multiple time zones.
- Act as a working manager: assist with triage, customer escalations, and service planning.
- Balance near-term issue resolution with long-term team development and scaling efforts.

Customer Support & Engagement

- Drive timely, effective, and professional support—remote and on-site.
- Maintain service excellence across global accounts and partners.
- Directly manage high-value or urgent customer cases when necessary.
- Monitor key metrics: response times, resolution rates, and customer satisfaction.

Service Productization & Revenue Growth

- Define and enforce the boundary between included (free) support and billable (premium) services.
- Develop, package, and price service offerings (e.g., proactive support plans, network audits, consulting).
- Ensure service operations support revenue goals through billable hours tracking and efficient delivery.
- Partner with Sales to align support services with new deals, renewals, and upsell opportunities.

Systems & Tools

- Optimize the team's productivity through smart use of CRM, ticketing, and monitoring tools.
- Lead migration efforts from legacy platforms to scalable solutions.
- Ensure accurate customer records and support history are maintained and accessible.

Cross-Functional Coordination

- Serve as the main point of contact for support-related topics across departments.
- Collaborate closely with Sales Engineering, Product Management, and Engineering to address customer needs and capture feedback.
- Facilitate team check-ins, performance reviews, and interdepartmental syncs.



Qualifications:

Must-Haves:

- 3+ years of experience in technical support, field services, or customer operations.
- 2+ years in a managerial or team lead role with direct people and process accountability.
- Good understanding of networking and/or wireless connectivity technology.
- Experience supporting industrial or enterprise clients (e.g., mining, telecom, construction).
- Ability to operate with urgency, clarity, and accountability in a dynamic environment.
- Familiarity with tools like Zendesk, Jira, Salesforce, or similar support platforms.
- Strong verbal and written communication skills.

Nice-to-Have:

- Experience managing services for international clients and coordinating across global time zones.
- Prior involvement in service productization (defining, pricing, and selling services).
- Experience with industrial IoT solutions.

What You Bring

- You act with ownership and initiative—filling gaps, not waiting for direction.
- You care about solving real customer problems, not just ticking procedural boxes.
- You can shift smoothly between operational execution and strategic thinking.
- You value transparency, responsiveness, and measurable impact.

Core Competencies

- Hands-on Leadership – Lead by doing, not just delegating.
- Customer Focus – Prioritize outcomes and satisfaction.
- Operational Agility – Deliver under pressure without sacrificing quality.
- Global Mindset – Support a diverse, international customer base.
- Business Acumen – Understand service value, cost, and margin.

Why Join Rajant?

- Be at the forefront of building a world-class, global service function.
- Help shape service offerings that directly impact customer success and business growth.
- Work on cutting-edge wireless technologies deployed in mission-critical environments.
- Collaborate in a fast-growing, entrepreneurial team where your work matters.

Job Details:

- **Employment Type:** Full-Time with benefits
- **Location:** Morehead, Kentucky (Hybrid/Remote options available)
- **Department:** Customer Support & Managed Services
- **Reports To:** Chief Operating Officer (COO)

Apply: Introduce yourself with cover letter & resume to: jointheteam@rajant.com.

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