



Expertise ★ ★ ★ ★ ★

Determination ★ ★ ★ ★ ★

Insecurity ★ ☆ ☆ ☆ ☆

Hexagon's Geosystems Business Area provides digital solutions that capture, measure and visualise the physical world, enabling data-driven transformation.

Technical Service at Hexagon is evolving beyond repair operations. As our new **Global Head of Technical Service (f/m/d)**, you will transform an established global service organization into a commercially driven business function that creates customer value, drives recurring revenue, and strengthens our market differentiation. Working across divisions, regions, and partners, you will build on an existing global network while shaping its future direction. This role combines strategic leadership with hands-on execution and offers the opportunity to make a lasting impact on a global organization.

Global Head of Technical Service (f/m/d)

Europe 

This appeals to you

- Develop and execute the global Technical Service strategy across our worldwide service organization.
- Transform Technical Service from an operational function into a commercially driven business with profitable growth.
- Lead and further develop a global network of internal service hubs, regional organizations, and external service partners.
- Drive customer retention and recurring revenue through innovative service offerings, service contracts, and value-added solutions.
- Establish global standards, governance, KPIs, and best practices to continuously improve service quality and operational performance.
- Collaborate closely with Product Management, R&D, Commercial, Supply Chain, Quality, and regional leadership to strengthen Technical Service as a key differentiator.

This is you

- You have extensive leadership experience in Technical Service, After Sales, Field Service, Customer Support, or a comparable international service organization.
- You combine strong commercial acumen with technical understanding and have successfully managed a business, business unit, or P&L.
- You are an experienced stakeholder manager who communicates effectively across executive leadership, technical experts, customers, and partners.
- You have successfully led international transformation initiatives and enjoy building structures while driving execution.
- You think beyond operations and recognize Technical Service as a strategic business opportunity and growth engine.
- You are comfortable working in complex matrix organizations and influencing across functions without relying solely on direct authority.

- Foster technical excellence through capability development, certification programs, and knowledge sharing across the global network.
- Lead strategic transformation initiatives while remaining close enough to the business to support execution and sustainable change.
- You bring an international mindset, enjoy collaborating across cultures, and are willing to travel globally when required.
- You are fluent in English. Additional languages are considered an advantage.

About Us

Hexagon is a leading provider of digital reality solutions and employs more than 24,000 people in 50 countries. You will be part of a strong, experienced, inspiring and motivated team of experts driving the future of Hexagon. You will use and develop your skills in our highly innovative and diverse environment.

Flexible working models allow you to ideally combine work and private interests.

Contact

If you have any questions, please do not hesitate to contact [Joanna Ertug](#), Talent Acquisition Manager DACH

[APPLY NOW](#)

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