

Product Support Management: Manager, Product Support

Establishes schedules and monitors the cost and delivery of spares, training equipment, customer repair and production parts requirements in order to comply with contractual obligations.

Management Role

Serves as the Manager for the Depot Repair Program(s) to which they are assigned. Performs all of the functions necessary to coordinate and manage repair, modify and/or upgrade contractual program requirements. Provides direction and maintains stringent attention to detail, processes and documentation in support of all program requirements. Accomplishes results through subordinate supervisors or exempt specialist employees.

Policy and Strategy

Interprets and administers policies, processes and procedures that may affect sections and subordinate work areas.

Freedom to Act

Assignments are defined in terms of activities and objectives. Work is reviewed upon completion for adequacy in meeting objectives.

Impact

Decisions have an impact on work processes and outcomes. Erroneous decisions or recommendations or failure to complete assignments normally result in serious delays and considerable expenditure of additional time, human resources and funds.

Liaison

Interacts frequently with internal personnel and outside representatives at various levels. Participates and presents at meetings with internal and external representatives. Interaction typically concerns resolution of operational and scheduling issues.

Operations Involvement/Direct Work Involvement

Responsible for all projects assigned to the organizational unit. Acts as an advisor to subordinate supervisors or staff members to help meet established schedules or resolve technical or operational problems. Directly participates in establishing and administering many centralized functional projects. Submits and administers budget schedules and performance standards.

Minimum Education and Experience

Bachelor's Degree in Supply Chain, Logistics, Business or a related field and 10+ years of diverse professional experience in all areas of Supply Chain which may include 5+ years of managing respective area.