

# Product Support Specialist: Product Support Specialist II

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Performs tasks in accomplishment of individual repair programs projects and/or segments of complex programs involving repair, maintenance, modification and material requirements determination. 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.

## **Knowledge**

Frequent use and general knowledge of industry practices, techniques and standards. General application of concepts and principles. General project management principles.

## **Problem Solving**

Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.

## **Discretion/Latitude**

Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.

## **Impact**

Contributes to the completion of organizational projects and goals. Errors in judgment or failure to achieve results would normally require a moderate expenditure of resources to rectify.

## **Liaison**

Frequent internal company and external contacts. Represents organization on specific projects.

## **Work Products (Examples may include but are not limited to)**

Enterprise Resource Planning and Wide Area Work Flow systems. Depot Tracking System database and CAV system. Accomplishes management responsibility for the repair, modification and overhaul of assigned systems/subsystems/items by contractual repair.

## **Minimum Education and Experience**

Professional certification or Associates degree in Business or a related field and 3+ years of experience in logistics or operations.