

Product Support Specialist: Product Support Specialist III

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

Complete understanding and application of principles, concepts, practices and standards. Full knowledge of industry practices. General project management principles.

Problem Solving

Develops solutions to a variety of complex problems. May refer to established precedents and policies.

Discretion/Latitude

Work is performed under general direction. Participates in determining objectives of assignment. Plans schedules and arranges own activities in accomplishing objectives. Work is reviewed upon completion for adequacy in meeting objectives.

Impact

Exerts some influence on the overall objectives and long-range goals of the organization. Erroneous decisions or failure to achieve objectives would normally have a serious effect upon the administration of the organization.

Liaison

Represents organization as a prime contact on contracts or projects. Interacts with senior internal and external personnel on significant matters often requiring coordination between organizations.

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. Project Management and Cost/Schedule Control tools. Has depot repair contract management responsibilities for adequate and timely modification and repair programs for the assigned system/programs. Plans and coordinates total modification and repair efforts. This responsibility encompasses contact/negotiation/agreements/sub-contracts along with various project management activities.

Minimum Education and Experience

Bachelors Degree in Business or a related field and 5+ years of experience in logistics or operations.