

Product Support Specialist: Sr. Product Support Specialist

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

Contributes to the development of new concepts, techniques and standards. Considered an expert in the field within the organization. Full understanding and application of project management principles.

Problem Solving

Develops solutions to complex problems that require the regular use of ingenuity and innovation. Ensures solutions are consistent with organization objectives.

Discretion/Latitude

Work is performed without appreciable direction. Exercises considerable latitude in determining objectives and approaches to assignment.

Impact

Effects of decisions are long-lasting and heavily influence the future course of the organization. Errors in judgment or failure to achieve results would result in the expenditure of large amounts of company resources.

Liaison

Serves as consultant to management and special external spokesperson for the organization on major matters pertaining to its policies, plans and objectives.

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 tools.

Minimum Education and Experience

Bachelors Degree in Business or a related field and 10+ years of experience in logistics or operations.