

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.

Level 1		Level 2		Level 3		Level 4	
Product Support Specialist I		Product Support Specialist II		Product Support Specialist III		Sr. Product Support Specialist	
Knowledge	Limited use and/or application of basic principles, theories and concepts. Limited knowledge of industry practices and standards.	Frequent use and general knowledge of industry practices, techniques and standards. General application of concepts and principles. General project management principles.		Complete understanding and application of principles, concepts, practices and standards. Full knowledge of industry practices. General project management principles.		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	Solves routine problems of limited scope and complexity by following established policies and procedures.	Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.		Develops solutions to a variety of complex problems. May refer to established precedents and policies.		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 closely supervised. Follows specific detailed instructions.	Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.		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.		Work is performed without appreciable direction. Exercises considerable latitude in determining objectives and approaches to assignment.	
Impact	Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.	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.		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.		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	Contacts are primarily with immediate supervisor and other personnel in the section or group.	Frequent internal company and external contacts. Represents organization on specific projects.		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.		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)	Basic Microsoft Office Tools.	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.		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.		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	High School diploma and 0-1 years of experience.	Professional certification or Associates degree in Business or a related field and 3+ years of experience in logistics or operations.		Bachelors Degree in Business or a related field and 5+ years of experience in logistics or operations.		Bachelors Degree in Business or a related field and 10+ years of experience in logistics or operations.	