

Field Service Engineering Management: Sr. Manager, Field Service Engineering

Conducts technical analysis of product implementations, modifications and enhancements to product in accordance with specific customer specifications and implementations. Troubleshoots technical problems and issues, determines technical solution in accordance with product and customer specifications, and recommends actions to company or customer representatives for coordinative product solution. Assesses product needs in accordance with customer specifications. Conducts technical training and product briefing with customers, vendors and company representatives. Acts as local on-site representative to customer's organization.

Management Role

Generally accomplishes results through lower management levels.

Policy and Strategy

Establishes operating policies and procedures that affect departments and subordinate sections and work area. Interprets company-wide policies and procedures. Develops budgets, schedules and performance standards.

Freedom to Act

Assignments are objective oriented. Work is reviewed in terms of meeting the organization's objectives and timelines.

Impact

Decisions have an extended impact on work processes and outcomes. Erroneous decisions result in critical delays and modifications to projects or operations; cause substantial expenditure of additional time, human resources, and funds; and jeopardize future business activity.

Liason

Interacts frequently with internal and external management and senior-level customer representatives concerning projects, operational decisions, scheduling requirements, and/or contractual clarifications. Leads briefings and technical meetings for internal and external representatives.

Minimum Education and Experience

Bachelor's Degree in Business or related field and 12+ years of diverse professional experience to include 5-7+ years managing respective areas.