

Technical Service Engineering Management: Supervisor, Technical Service Engineering

Provides technical advice and guidance on installation, adaptation, configuration or enhancement of company technical products, programs and systems. Provides expertise for resolving technical problems, troubleshoots product and modifies product to customer requirements. Provides training to customers. Work may be done at customer site. Includes software systems and programs designed for customers (corporate and individual) and government entities.

Management Role

Accomplishes tasks mainly through direct supervision of non-exempt and entry-level exempt employees.

Policy and Strategy

Directs daily operations of work area.

Freedom to Act

Assignments are largely established in accordance with schedules and deliverables. Work is reviewed for accuracy and completeness.

Impact

Decisions have a direct impact on work unit operations. Erroneous decisions or recommendations and/or failure to achieve results might cause delays in schedules.

Liason

Interacts daily with subordinates and/or peers within similar and/or related functions primarily for the purpose of presenting and exchanging information.

Minimum Education and Experience

Bachelor's Degree in Business, Information Technology or related field or equivalent experience and/or applicable industry certifications. 5+ years of diverse professional experience which may include 1+ years previous lead or supervisory responsibilities.