

Technical Service Engineering Management: Associate Manager, 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 results through lower level subordinate supervisors or through experienced exempt employees who exercise significant latitude and independence in their assignments.

Policy and Strategy

Administers and executes policies, processes, and procedures that affect subordinate employees and the workflow of the work area.

Freedom to Act

Assignments are task or activity oriented. Work is reviewed for soundness of judgment and overall quality and efficiency.

Impact

Decisions impact work area operations. Erroneous decisions or recommendations and/or failure to achieve results might cause delays in schedules and require the allocation of more people and financial resources.

Liason

Interacts internally primarily with subordinates and other supervisors. External interaction is typically with suppliers, vendors and/or customers. Primary purpose of liaison is information sharing and basic problem resolution.

Minimum Education and Experience

Bachelor's Degree in Business, Information Technology or related field or equivalent experience and/or applicable industry certifications. 7+ years of diverse professional experience which may include 3+ years supervisory responsibilities.