

Technical Service Engineering Management: 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 subordinate supervisors or exempt specialist employees.

Policy and Strategy

Interprets and administers policies, processes, and procedures that may affect sections and subordinate work areas.

Freedom to Act

Assignments are defined in terms of activities and objectives. Work is reviewed upon completion for adequacy in meeting objectives.

Impact

Decisions have an impact on work processes and outcomes. Erroneous decisions or recommendations and/or failure to complete assignments normally result in serious delays and considerable expenditure of additional time, human resources, and funds.

Liason

Interacts frequently with internal personnel and outside representatives at various levels. Participates and presents at meetings with internal and external representatives. Interaction typically concerns resolution of operational and scheduling issues.

Minimum Education and Experience

Bachelor's Degree in Business, Information Technology or related field or equivalent experience and/or applicable industry certifications. 10+ years of diverse professional experience which may include 5+ years managing respective area.