

Technical Service Engineering Management: Sr. 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

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, Information Technology or related field or equivalent experience and/or applicable industry certifications. 12+ years of diverse professional experience to include 5-7+ years managing respective areas.