

# Technical Service Engineering Management

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.

	Level 1	Level 2	Level 3	Level 4
	Supervisor, Technical Service Engineering	Associate Manager, Technical Service Engineering	Manager, Technical Service Engineering	Sr. Manager, Technical Service Engineering
Management Role	Accomplishes tasks mainly through direct supervision of non-exempt and entry-level exempt employees.	Accomplishes results through lower level subordinate supervisors or through experienced exempt employees who exercise significant latitude and independence in their assignments.	Accomplishes results through subordinate supervisors or exempt specialist employees.	Generally accomplishes results through lower management levels.
Policy and Strategy	Directs daily operations of work area.	Administers and executes policies, processes, and procedures that affect subordinate employees and the workflow of the work area.	Interprets and administers policies, processes, and procedures that may affect sections and subordinate work areas.	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 largely established in accordance with schedules and deliverables. Work is reviewed for accuracy and completeness.	Assignments are task or activity oriented. Work is reviewed for soundness of judgment and overall quality and efficiency.	Assignments are defined in terms of activities and objectives. Work is reviewed upon completion for adequacy in meeting objectives.	Assignments are objective-oriented. Work is reviewed in terms of meeting the organization's objectives and timelines.
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.	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.	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.	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 daily with subordinates and/or peers within similar and/or related functions primarily for the purpose of presenting and exchanging information.	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.	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.	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. 5+ years of diverse professional experience which may include 1+ years previous lead or supervisory responsibilities.	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.	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.	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.