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# Example of Product Manager, Product Support Job Description

Our company is looking to fill the role of product manager, product support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for product manager, product support

* It is highly likely the role will also be expected to extend support and assistance to the wider CSS Product Support team
* Carrying out special duties as assigned
* Given the discrete nature of sites, support agencies and customers, this role will require a commitment to potentially high levels of business travel away from the home site
* Customer Relationship Management -Responds to customer questions and information requests
* Customer problem resolution -Provides technical services to the customer, and solves problems of fundamental scope and complexity
* Customer training & field Service coordination
* Customer documentation-In customer support operations, reviews, validates, and verifies, Component Maintenance Manuals (CMMs), Overhaul Manuals (OHMs), Service Bulletins (SBs), Repair Station Instructions (RSIs), Engineering Directives (EDs) and Engineering Change Notices (ECNs) to provide approved data for customers and repair stations as required to repair and overhaul products
* Product reliability and analysis -Investigates, analyzes, and interprets reports of unsatisfactory performance, that may include damage or in-service failures, on products or component parts and recommends necessary corrective action
* Provide leadership and management to technical support staff through selection, performance management, developing, mentoring, coaching
* Manages and coordinates the activities of Product Technical Support Engineers with responsibility for results in terms of costs, methods, and associate engagement, and execution against identified objectives

## Qualifications for product manager, product support

* Expert level of Regulatory requirements and enforcement, especially ICH/GMP
* BS (or technical equivalent) is required
* Demonstrates balanced judgment and decisiveness in complex, and ambiguous situations
* Frequently interacts with supervisors and/or functional peer group managers
* In addition, 5 or more years of technical or professional experience in addition to years of experience in a management or other leadership role (preferably in a support environment)
* Demonstrates balanced judgement and decisiveness in complex, and ambiguous situations