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# Example of Technical Training Manager Job Description

Our growing company is hiring for a technical training manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for technical training manager

* Provide coaching, development and supervision of direct reports
* Develop relationships, negotiate supply and pricing agreements with partners and suppliers in the service industry
* Manage field operations of a third party commercial service network by implementing a scorecard, establishing KBI (Key Business Indicators), and communicate those service levels monthly
* Recruit, train, audit and coordinate service and parts sales activities with service network
* Assist as needed with product applications engineering for customers
* Help identify new product application opportunities and drive those ideas back to our engineering and product management team via 3D process
* Partner with engineering and product management in Phase I and Phase II of 3D process utilizing voice of customer to verify if product release will solve customers’ problem statement
* Support sales staff as they develop distribution and market channels by making sales calls, product application, and training
* Organize and develop technical and service related training to customers, employees, and service partners
* In partnership with sales, negotiate terms and aftermarket support including building service level timelines and scopes of work via customer playbook process

## Qualifications for technical training manager

* Create an environment to continuously improve processes in all areas of service
* Create a culture to work and manage cross functionally with sales, marketing, engineering and operations to meet customer commitments
* Oversee and drive the process of writing technical bulletins and approving I/O guides including distribution to field partners
* Maintain and continuously improve service levels of technical support call center
* Review and approve warranty and service invoices by logging and creating RCCM and A3’s to improve product and field performance
* Ensure all company and departmental policies and safety processes are enforced