



Example of Support Engineering Manager Job Description

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Our company is growing rapidly and is looking for a support engineering manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for support engineering manager

- Lead and participate in projects with other professional staff and student employees to enact service changes, new technologies
- Oversee plant engineering and technical support including support for critical equipment, chemistry needs, controls, and instrumentation
- Ensure system event assessments and root cause analysis (RCAs) are performed when required and that mitigation plans are in place to optimize plant performance
- Provide leadership to team of engineers and technical support staff
- Train cross functional groups on engineering change and bill of material key objectives and services maintained
- Determine advanced road maps for process changes and organize resources to enact changes
- Improve daily management of bill of material systems to simplify processing while maintaining accuracy and accelerating cycle time
- Collaborate with Oracle groups to outline strategy for transitions from legacy systems to Oracle
- Determine and ensure accuracy of the necessary design records in accordance with specific project requirements including calculations, design layouts, engineering notices, bills of materials, specifications and related documentation
- Enhance support and coordination with global engineering change and bill of material teams

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- 2+ years project management or team lead
 - Experience working directly with business partners on operational issues and communicating effectively to senior management large number of geographically dispersed customers
 - Proficient knowledge of the systems implementation and development life cycles
 - 10+ years of engineering experience, 8+ years with a Master's, or 5+ years with a PhD
 - Demonstrated competence managing hourly or professional employees
 - Understanding of HR policies and best practices for hiring, evaluating, and disciplining employees