



Example of Support Engineering Manager Job Description

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Our innovative and growing company is looking to fill the role of support engineering manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for support engineering manager

- Managing technical interfaces within the support structure project and towards engineering sub-contractors
- Proactively approaching knowledge sharing by reporting lessons learned back to the line organization to ensure continuous improvement of products and processes
- Third party certification of relevant deliverables
- Works with staff to establish personal and department goals, monitoring progress of individual performance, providing ongoing feedback through formal and informal channels, and providing rewards or disciplinary action as appropriate
- Mentors, coaches, and provides development opportunities to staff as appropriate and encourages continued growth and development
- Plans and allocates work assignments to staff and establishes appropriate organizational structure to meet planned objectives
- Makes, recommends and/or approves employment decisions (e.g., hiring, promotion, appropriate pay, rewards/recognition, succession planning, and termination)
- Routinely interacts with various levels of management regarding policy, and procedural issues, while providing input and perspective on issues to influence final decisions
- Routinely interacts with regulators, industry experts and other external

- Makes decisions and solves problems on key business activities which have a direct impact on the company's energy efficiency business

Qualifications for support engineering manager

- Minimum 2 years experience leading and managing projects or personnel, including resource management
- Must have a working knowledge of MS Word, Excel, PowerPoint, and MS Project
- Must have excellent communication skills, and must be organized, flexible, and able to multitask in a dynamic team environment
- Secret Security clearance is required, with ability to obtain Top Secret clearance
- 3 or more years leading and managing projects or personnel, including resource management
- At least 1 year of experience in leading production support teams or at least 1 year experience in leading software development teams or at least 1 year experience in enterprise support, ITIL practices and principles