



WE'RE LOOKING FOR A MANAGER, TECHNICAL SUPPORT

Position Location: Fort Erie, ON

The Manager, Technical Support is responsible for Planning and Managing all Airbus Helicopters Canada (AHCA) Technical Support functions on and off-site of Fort Erie, supporting the successful administration of Technical Support functions and support of AIRBUS Helicopter Canadian customers. This includes the Regional Technical Representatives (Airframe and Avionics) in Fort Erie and our Regional Service Teams which encompass the Regional Technical Representatives.

MAIN RESPONSIBILITIES

Organizational Management

- Organize, develop, and implement the Technical Support for AIRBUS Helicopter Canadian Customers.
- Serve as the Technical liaison between AH/AHD/AHI and its Canadian Customers in coordinating distribution of technical service for customers.
- Align Technical Support with the Airbus Helicopters Support Engineering (Network) and Airbus Helicopters North America (AHNA as a region) The Network support manual is G-SUP-05-005.
- Manage the administration of all phases of the technical and quality requirements of AHCA.
- Implement 100% use of Web-Tek for all technical issues from the field (Bi-weekly reports to be extracted from the Technical Representatives)
- Maintain systematic and organized dissemination of technical service/support information to the customers and Technical Support Team.
- Establish goals and objectives for Technical Support in line of promoting superior customer technical experience.
- Develop policies that improve the efficiency of the Technical Support Department in the support of AIRBUS Helicopter customers.
- Coordinate and track the operating budgets for assigned cost centers within the Technical Support department. Compile and prepare budget results/analysis for the HO Support and Services

Operational Management

- Coordinate and dispatch Technical Representatives to customer sites as required.
- Perform liaison activities in support of the Technical Representatives. Prepare and present all necessary reports of problems and activities for distribution within the department, group, or other entities as required.
- Conduct special studies and investigations relating to chronic problems (i.e. parts or systems failures, environmental conditions, operational practices, improper maintenance or other factors) and identify probable causes. Coordinate results of findings with engineering, manufacturing or other entities for consideration of product design improvement or other recommended action.



- Monitor and report monthly on the Technical Support Performance Metrics and make corrective actions as necessary.

Team Management

- Ensure appropriate training for new and/or reassigned Technical Representatives. Provide OJT and product information to prepare employees to work with customers in the area of assignment. Provide the appropriate training feedback and corrective actions as needed to assure the success of all Technical Support employees.
- Direct and develop the Technical Support team to foster comprehensive customer service relationships with the customer, promote good communication, drive customer satisfaction/improvements, and promote customer efficiency.
- Coordinate and instruct Technical Representatives on latest business/operation requirements.
- Conduct periodic performance evaluations; make recommendations for salary increases (promotion, merit, adjustment) transfers, hires and disciplinary actions (terminations).

EDUCATION & JOB REQUIREMENTS

Education:

- Bachelor's Degree (Aeronautical, Mechanical, or Electrical Engineering) or equivalent experience

Experience:

- 10 years' experience in rotorcraft Maintenance, Field Service, Safety and Support related fields
- Operational management including budgeting and execution of performance metrics/targets.
- Technical/aircraft maintenance background preferred.

Knowledge, Skills, Demonstrated Capabilities:

- Professional written, presentation, and verbal communication.
- Evaluating and interpreting contracts, data deliverables, and procedures.
- Independent planning and organization.
- Working with cross-functional teams and customers in a fast paced environment.
- A high level of integrity and an understanding of the importance of protecting the interests of the company while also assuring customer satisfaction as critical.
- Strong experience of creating and monitoring the financial operations of a Technical Support type program.
- Must be able to do regular travel domestically and internationally.
- Eligible to enroll in the Canadian Controlled Goods Program through successful screening



Other Information:

Work schedule is Monday to Friday, day shift, full time employment (40 hours per week). We offer a competitive salary, health benefits plan, company pension plan, stock options, service recognition awards and Free Helicopter Rides...and much more!

**To apply for this position, please send an up-to-date resume and cover letter to
AHCA-HR@Airbus.com**