



Job Title: Technical Support Manager

Location: Chelmsford, MA

Manager's Job title: General Manager, CTIP

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=40216&company=atlascopeP>

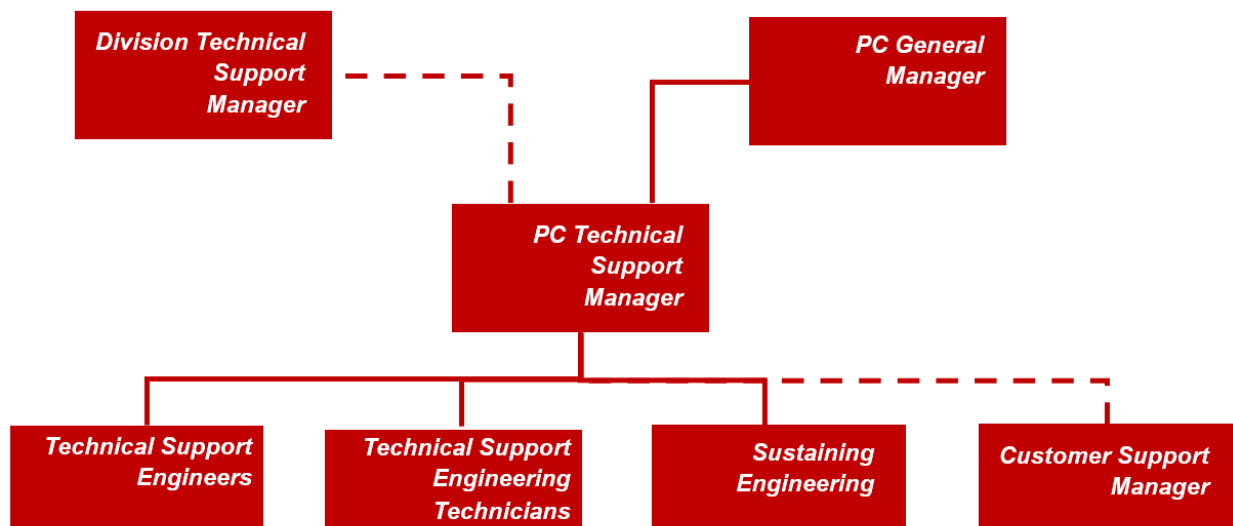
Job Description:

The role will consolidate advanced product-related technical support for the CTI / Polycold (CTIP) business under one team. S/he will oversee numerous responsibilities that were previously distributed among various teams, most notably quality issues related to product design, the management of component obsolescence, product cost reductions and competitor product benchmarking.

Main Responsibilities:

- Prioritize, drive and has overview of design-related product quality issues (Level 3/4 support)
- Provide technical interface with key customers
- Manage the implications of component obsolescence—performance, qualification, drawing updates, and customer impact
- May Oversee and prioritizes product cost down projects, and sponsors regular competitor product benchmarking efforts to drive “should cost” analyses
- Ensure that major customers receive timely detailed investigations and responses to warranty and other field returns related to manufactured / developed products and sub-assemblies by the PC
- Strengthen the PC technical support team demonstrating strong leadership to ensure effective recruitment and selection, objective setting, competency, and organisation development.
- Oversee sustaining engineering efforts to support manufacturing and business continuity issues related to product design.
- Identify the future talent pipeline including succession planning by coaching, mentoring, and developing his/her team.
- Ensure that Support cost-centre budgets and headcount are appropriately managed, with agreed forecasts, and spends are monitored and reported against the targets.
- Partner with the PC Quality Manager to assist the GM in the ongoing analysis of quality, warranty, and field return KPIs and targets across the PC.

Organisation Chart:





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Requirements:

- Bachelor's or Master's degree in Engineering (preferably Mechanical, Industrial, or Materials), Science, or closely related discipline
- Significant experience in developing or supporting complex electromechanical products, preferably for an OEM or semiconductor equipment customer
- Experience working in a fast-paced manufacturing environment.
- Experience working in a technical and people management role.
- Demonstrated problem solving skills, and practitioner of statistical methods & disciplines (e.g. Six Sigma tools).
- Must be a good communicator and have excellent fluency in spoken and written English.
- Some familiarity with vacuum or semiconductor applications is preferred but not essential

Job Scope:

- ✓ The role will have a dotted line into the Technical Support Manager for the Semiconductor Chamber Solutions Division
- ✓ The Technical Support team (comprised of engineers and technicians) will have a direct reporting line into this role
- ✓ The CTI / Polycold business comprises the cryo business in Chelmsford, MA (USA), which also holds the design authority for products manufactured in Monterrey, Mexico.
- ✓ There may be occasional need to travel to global locations (Monterrey facility, suppliers, contract manufacturers, other Vacuum Technique sites, and major customers)
- ✓ Total budget responsibility (including headcount) ~\$1.0M