



SIMULATION + TRAINING

A Textron Company

Position:

DIRECTOR SERVICE - CHINA

The Director of Service is key to delivering world class support to TRU Customers within China. The incumbent will be responsible for establishing and maintain a support organisation within China responsible all activities post qualification of the Flight Training Devices operating both strategically and tactically. The Job holder must have sufficient managerial ability to manage a multi-disciplinary team and build/maintain relationships with Customers at a senior level.

Main job interfaces:

- Customer Support Director
- Product Support Manager
- Regional Sales and Marketing Director
- Customer maintenance managers
- Customer Training Managements

Key Job Responsibilities:

Prime responsibility

- Establish and maintain a Customer Support Organisation in support of Flight Training Devices located China. Specifically delivering:
 - o Technical Support
 - o Spares Support
 - o Component repairs
 - o Technical Training
 - o Field Service support
- Establish and maintain a support facility.
- Review, identify and report market intelligence and business opportunities for Customer.
- Support TRU representation at Industry conferences and associations as necessary.
- Support on-going sales campaigns.

Secondary Responsibilities

- Undertake duties of a senior member of staff participating in all aspects of running the business.
- Other management tasks conducive with the appointee's status and experience, to be identified and reviewed with line manager on a case by case basis, based on workload and ongoing activities.



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Qualifications and Experience

Essential

- Strong managerial skills with the ability to recruit, retain and motivate an in-country team.
- Strong background in provision of Customer support in a technical environment.
- Proven ability to manage a multinational organisation operating on a 365, 24/7 basis.
- Minimum Bachelor degree or equivalent in a technical or business-related subject.
- Strong communication skills and experience in dealing within China.

Desirable

- Knowledge of the technologies comprising a modern Full Flight Simulator and their interactions.
- Understanding of flight crew training process and the role of training devices in a typical training programme.
- Detailed understanding of EASA/FAA regulations pertaining to the operating of FSTDs and delivery of crew training.

General

The role will be based in China, location to be determined, working from Textron facilities. Travel will be required to customer facilities throughout China and to the TRU facilities in Montreal on a regular basis. However these visits are not intended to extend beyond two weeks and there is no requirement for long term site presence.

The ability to speak, read and write in Mandarin and English is essential. Cantonese would be desirable.