



SIMULATION + TRAINING

A Textron Company

Position:

TECHNICAL MANAGER - CHINA

The Technical Manager will manage technical interface between Chinese Customers and the TRU Customer Support organisation; the job holder will be responsible for supervising other technical staff based in China. The Job holder must have sufficient industry knowledge to discuss, on a technical level, Customer issues and relate those back to TRU support engineers.

The job holder will be locally employed in China but report to the regional support office in Kuala Lumpur.

Main job interfaces:

TRU

- Regional Support Director
- Product Support Manager
- Customer Support Account Manager

Customer

- Customer Simulator Managers
- Customer maintenance manager
- Customer Training Management

Key Job Responsibilities:

- Provide in country Technical Management for TRU to Customers in China.
- Undertake on-site testing of fixes delivered to Customers.
- Ensure Customer issues are correctly reported and understood and directed to the correct persons in TRU.
- Liaise with TRU engineering /support personnel and the customer technicians to ensure accurate feedback on ongoing issues.
- Regular visits to Customer sites to ensure all issues captured and tested
- Provide on-site assistance to customers as required
- Provide remote telephone assistance to customers as required
- Identify up-date and upgrade opportunities.
- Provide ad-hoc On Job Training.



SIMULATION + TRAINING

A Textron Company

Qualifications and Experience

Essential

- Exemplary communications skills
- In-depth knowledge of the technologies found in a modern Full Flight Simulator, in particular Full Flight Simulators.
- Demonstrable knowledge of simulation of systems found on flight simulators simulating complex aircraft utilising IMA technologies and loadable LSAPs, for example B777, A380, A350 or B787.
- Ability to set priorities and drive staff toward achieving on-time deliveries.
- Bachelor degree or equivalent in a technical subject pertinent to a Full Flight Simulator.
- Demonstrable track record of fault finding and correction of customer issues on in-service FSTDs.

Desirable

- Previous experience in the maintenance and operation of TRU flight training devices.

General

The role will be based in China working from the Textron facilities in Beijing. Travel will be required to Customer facilities on a regular basis and to other TRU facilities including Montreal and Kuala Lumpur.

Training on TRU products will be provided.

The ability to speak, read and write in English and Mandarin fluently is essential.