



TITLE: Technical Group Manager

JOB CLASSIFICATION: Exempt

DEPARTMENT: Sales

REPORTS TO: General Manager

LOCATION: Lenexa, KS

SUMMARY/OBJECTIVE

The Technical Group Manager drives all aspects of technical sales support initiatives through a team of technical service professionals, application engineers, and test lab coordinator. The position ensures Magnum Systems exceeding increasing levels of technically sound applications, proper system application, buyout specifications, and product performance testing through best practices procedures and communication. This person will report to the General Manager.

ESSENTIAL FUNCTIONS

- Monitors policy and procedure deployment in the areas of component specifications, system integration, performance testing, customer technical support, data visibility, and product performance measures.
- Provides group leadership for employee and customer relations through effective communication, coaching, training, and development.
- Provides group leadership for problem resolution to facilitate pre-sales engineering support, technical specification detail, product performance testing, and troubleshooting.
- Identifies, communicates, and drives implementation of sustainable growth initiatives as approved by President/CEO, General Manager, and Senior Leadership team.
- Ensures direct reports understand initiatives, priorities, and big picture of Magnum processes and procedures.
- Responsible for product documentation, field service reports, service schedule, and sales/procurement technical support
- Manages group of Technical Service Professionals, Application Engineers, and Test Lab personnel.

COMPETENCIES

- Communication proficiency
- Ability to implement and track new/existing policies & procedures
- Time management
- Problem solving/analysis
- Project management
- Strategic thinking
- Specification analysis

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EDUCATION AND EXPERIENCE**Required:**

- Strong sense of discretion and confidentiality
- Bachelor's Degree in engineering, mechanical design, or business
- 10 years-experience in sales, technical support, and project management
- Experience with bulk dry handling processing/packaging equipment
- Understanding of integration best practices
- Understanding of technical specifications and documentation
- Experience with ERP and CRM data analysis

Preferred:

- Master's Degree in Mechanical Engineering, Business, or Organizational Communication.

SUPERVISORY RESPONSIBILITY

This position supervises the Applications Engineering, Technical Service, and Test Lab Departments.

TRAVEL

Must be willing to travel as needed.

OTHER DUTIES

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.