



Job Description Title: General Manager, Simulator Maintenance & Engineering

Division/Department: Technical Services

Location: Miami, Florida

Reports to: Executive Vice President and Chief Operating Officer

Work Schedule: Working schedule dictated by operational management requirements and must therefore be flexible to work at various times and days on an as needed basis. Travel is required in this position to other Pan Am locations and other occasional business trips.

Exemption Status: Exempt

Summary of duties and responsibilities:

Manages the day-to-day technical support functions and staff supporting Pan Am's training centers and business objectives. This position must implement the technical services, logistical support system, and SQMS processes that meet regulatory requirements and establishes availability standards that are responsive to customer requirements.

Primary duties and responsibilities:

1. Responsible for the workforce planning, recruitment, hiring and development of well-qualified personnel in assigned managerial and technical positions within the engineering, logistics, and maintenance support organization.
2. Establishes performance objectives for managers and ensures direct reports provide leadership, and accountability to staff including performance measurement and feedback of direct reports. Set and assist Technical Services Team to achieve realistic and effect goals that further the success of the organization.
3. Assumes responsibility in completing all tasks and issues until resolution; be creative and dynamic in addressing challenges and provide positive influence and motivation for staff.
4. Directs the maintenance staff in proper establishment of priorities to quickly resolve simulator specific discrepancies that results in improving our customer's experience.
5. Establish and report on metrics to define success for individuals and technical services as a whole to present to executive management on a consistent basis. Produces management reports for analysis and planning.
6. Implements processes and ensures records of all engineering and maintenance activities are maintained.
7. Ensures adequate logistics support including: spares, component repair, special test equipment and tools, expendable supplies and furnishings are available to support engineering and maintenance activities.
8. Establish clean and effective means of communication within technical services and other functional areas of Pan Am.

9. Performs other related duties and assignments as required.

Planning and Organizing

1. Overall responsibility for the management of the Technical Services Team with special focus on: leadership, goal-setting, coaching/mentoring, training, appraisals, promotions, recruitment, team building, team identity and working environment.
2. Assist the Executive VP with detailed and strategic planning including budgeting and financial management
3. Management and planning input to project and technical service activities managing both own workload and coordinating internal and external staff inputs to achieve agreed objectives.
4. Provide contribution to the annual planning process, producing project proposals and provide input on technology and resource estimates.
5. Coordinating research and development and encouraging innovation to ensure continuous service improvement.
6. Monitoring team output to ensure delivery of project tasks to standards within agreed deadlines and budgets.

Problem Solving

1. Identifying and deploying innovative ways in which technology can be used to continually improve services to customers, e.g. upgrading obsolete equipment to improve delivered training systems. This is a critical requirement of the role.
2. Fault investigation and resolution to deal with performance or other critical service issues, e.g. chronic issues that occur on a continued basis.
3. Success demands primarily on management skills in developing and holding accountable direct reports for managing staff and effective technical knowledge to utilize other key inputs from customers, and executive management.
4. Able to implement effective training program to develop new staff including interns and entry level positions to balance the workforce

Decision Making

1. This position operates with a large degree of autonomy and day-to-day problems are generally handled within the scope of the role, with only more serious issues being escalated to the Executive VP for direction/decision as required.
2. Advising on technical priorities for effective budgetary, operational and strategic management.
3. Leading the recruitment and selection process for team members.
4. Direction and support on strategic issues and longer term priorities is provided by the Executive VP via regular face to face communication and formal meetings sometimes with input from other key senior internal and external staff.

Key Contacts/Relationships

1. Representing technical services in meetings with senior staff and committees across the company.
2. Review technical issues ensuring that at all times that customers remain informed and aware of relevant issues and training impacts rather than confused by unnecessary technical detail.
3. Review external suppliers to review hardware, software and service offerings, organize training courses, software evaluations etc.
4. Regular liaison with Training Center Managers and Customer Services on issues relating to the delivery of training services.

Knowledge/Skills

Strong management skills and experience in managing multiple sites. Must demonstrate both effective interpersonal skills and a flexible management style to motivate and develop staff to meet objectives and operational requirements. Experience in developing and measuring operational effectiveness through budgeting, cost control, personnel development and customer service.

Education/Training

Bachelor's Degree in Computer Science or Aeronautics preferred

Work Experience

1. Eight to twelve years in commercial aviation flight simulation with experience in hardware and software systems.
2. Four years experience in managing multiple simulator facilities

I have read and understand the duties outlined in this job description.

Employee Signature

Supervisor Signature

Employee Printed Name

Supervisor Printed Name

Date Signed

Date Signed

