



JOB TITLE	Product Technical Manager – Well Intervention
LOCATION	Aberdeen
EMPLOYMENT	Permanent
REPORTS TO	Group Product Line Director - Well Intervention

DESCRIPTION OF FUNCTION

The job holder is responsible for providing guidance and support to all departments ensuring optimal performance. The job holder will play a major role in product technical support for Well Intervention equipment, shaping the technical direction globally and supporting the commercial strategy. Engaging with cross functional teams across the sales and operating regions of Well Intervention. The job holder will also be responsible for developing and maintaining a training platform and delivering this to our customer base. The role will be heavily involved in the new product development process, identifying and integrating new technologies for commercial adoption.

The job holder is expected to work the hours required to achieve the business needs – these may be out of normal working hours given the role supports global regions. A degree of travel is expected to execute the objectives of the role. This position requires strong organisational and analytical skills to coordinate a high workload, meet strict deadlines and requires a high degree of responsibility and ownership.

JOB RESPONSIBILITIES & DUTIES

- Engaging on a technical level within the Company to ensure that all departments give and receive the best possible support.
- Supporting and guiding new program and/or product development and deployment with the Sales team as part of the marketing launch plan, which is aligned to the Global marketing strategy.
- Engaging in product recommendations aligned with the regional product selection guides and keep lists. This is a core part of ensuring product line control and preventing proliferation of the portfolio. Recommendations will be made on a technical basis with support from Sales to ensure a commercial fit.
- Internal or external customer engagement as appropriate should be as part of specific requests or campaigns to provide technical expertise, training and sales support. Aids in the development of plans with Sales and Marketing to convert customers to best practices or products.
- Initiating, encouraging and sharing ideas for new product programs and service offerings. This will facilitate innovation and market segment development and feeding the marketing segment.
- Acting as a focal point in R&D for the respective product line. Coordinate and participate in public events, publications, training and best practices as required within the group and with others.

- Facilitating the development and implementation of product demonstrations (presentations), training programs, publications and projects for Sales staff and customers.
- Managing a team of product technical support personnel/SME's to provide best in class customer technical support across all Well Intervention product lines.
- Assisting in the defining and approval of New Product Development projects.
- Liaising with other technical arms of the Organisation to exploit opportunities for co-operation wherever possible.
- Assisting in the development and commercialisation of new product lines.
- Ensuring that customer satisfaction levels are kept as high as possible.
- Assisting all departments with any technical issues.
- Providing guidance to Engineering from an operational perspective.
- Raising the profile of the company whenever and wherever possible, and promoting all of the company's products and services as and when the opportunity arises.

Additional Responsibilities

- Promoting Health, Safety and Environmental policies, and communicating effective awareness of the risks and hazards to all personnel and maintain controls necessary for their safety and that of others.
- Performing all duties in accordance with the Company's Quality Procedures and work Instructions in order to deliver and maintain the highest standards of quality for all products and services.
- Developing self within role and participating in and developing from training and developmental activities assigned to oneself.
- Understanding the company's service and product offerings.
- Establishing self as a subject matter expert with customer and expert in designated technical/professional discipline.
- Creating and maintaining good working relationships.
- Understanding and use of the correct reporting lines.
- Employees are expected to work whatever reasonable hours are necessary to meet the requirements of their job.
- Travel may be required on an ad hoc basis, so a degree of flexibility is required.
- Ad hoc duties as reasonably required from time to time.

Managing People

Leading and managing people effectively through:

- Delegating responsibilities to individuals in order to encourage development and involvement.
- Possessing the ability to lead and motivate groups and individuals to excel in their jobs.
- Ensuring individuals and teams receive opportunities to develop skills and knowledge in line with business and career objectives using a combination of on-the-job training and support and formal training as appropriate.

- Encouraging and motivating individuals and team to improve performance in line with business and personal objectives, without the need for constant supervision.
- Developing measures to ensure individuals meet objectives, monitoring and appraising performance and giving regular feedback in a constructive manner.
- Recognising symptoms and the causes of conflict amongst individuals and team and acting effectively to resolve conflicts, minimising disruption to the operation of the department, team and individuals.

Key Measurements ((high-level and measurable objectives relevant to the role)

- HSE
- Personal (Development)
- Driving and delivering product development across all departments
- Responding and following up on identified actions from respective meetings
- Accurate and timely response to technical and design review(s)
- Assist with the reporting of service quality incidents and after sales performance, in particular product reliability
- Assist Engineering with new product and prototype testing prior to commercialisation

CAPABILITY PROFILE; KNOWLEDGE, SKILLS AND EXPERIENCE

Essential:

- Extensive Operational or Technical, and Management experience within the Well Service Sector of the Oil and Gas Industry
- Able to research, collate, present and disseminate appropriate information
- Skilled in problem solving and action planning
- Knowledgeable about Well Intervention products and services
- Knowledgeable about applicable Manufacturing Techniques and Engineering Practices
- Operational knowledge and experience of Well Intervention tools and practices
- Excellent working knowledge of Microsoft Office applications
- Highly proficient in spoken and written English
- Full Driving Licence

Desirable:

- Recognised qualification in Engineering or technical experience relevant to position
- Knowledge and experience of an ERP system, ideally Microsoft AX or D365

Personal Qualities:

- Excellent communication (both written and oral), influencing and interpersonal skills
- High degree of commercial acumen
- Highly professional conduct

- Must be willing to travel and able to spend time away from home
- Must be comfortable working on individual projects as well as leading/participating in a team across various functions to deliver results on tight timelines
- Enthusiasm to ideate and challenge the norm to support innovation and efficiency improvements
- Ability to think and develop sound technical cases to influence strategy and operational needs
- Ability to navigate a complex matrix organisation to include, relate and influence key stakeholders in various functions and regions
- Strong technical writing skills
- Ability to build trust and good working relationships with colleagues, customers and third parties