SMTC Corporation

www.smtc.com

POSITION TITLE: Technical Program Manager

POSITION LOCATION: Reno, NV

POSITION DESCRIPTION:
SMTC Corporation is a mid-sized provider of end-to-end electronics manufacturing services (EMS), including PCBA production, systems integration and comprehensive testing services, and enclosure fabrication, as well as product design, sustaining engineering, and supply chain management services. SMTC is seeking a Technical Program Manager to work directly with customers, SMTC Early Supplier Involvement team, SMTC manufacturing management, and program support teams to develop and implement account strategies to ensure successful operation of the account. Responsibilities include, but are not limited to:

- Working on-site at the customers’ location(s) to support and escalate processes and critical issues
- Working with the customers design organization and SMTC’s Early Supplier Involvement team to facilitate the smooth introduction of new products via Value Engineering engagements
- Working with process and test engineers to translate updates to SMTC program management team
- Transferring knowledge of new processes to SMTC program management and engineering teams to further execute on commitments and planning
- Supporting SMTC manufacturing site(s) management and program support teams on issue resolution regarding resources, prioritization, and barrier removal
- Providing customer escalation path on program critical issues
- Coordinating formal proposal development and establishing execution commitments
- Promoting executive-level dialogue between the customer and SMTC focused on long-term relationship planning
- Ensuring customer-wide understanding of SMTC’s current service offerings and changes in capabilities and capacities
- Coordinating RFQ activities between the customer and SMTC
- Managing customer master plan and ensuring that it is in line with operational and material execution commitments
- Focusing on communication and driving improved customer experience and solutions

REQUIRED QUALIFICATIONS:

- Between seven and ten years of experience in an EMS contract manufacturing environment
- Post-secondary education in a business or engineering discipline
- Established track record in a program management role
- Experience in New Product Introduction Process
- Manufacturing and/or Process Engineering designation is a definite asset
- Excellent organizational, analytical, and interpersonal skills with a customer-focused, team player attitude
• Exceptional communication skills (written and verbal) with the ability to interact with all levels within SMTC and the customers
• Ability to conceive, document, and communicate business strategies
• Excellent computer skills (Microsoft Office and Lotus Notes)
• Able to work well under pressure and meet deadlines in a fast-paced environment
• Customer interfacing experience
• Providing insight to enable time to opportunity on a product development cycle

HOW TO APPLY:
Interested applicants should send in their resume and cover letter to corporatehr@smtc.com and quote the position title in the subject line.