



**JOB DESCRIPTION**

<b>JOB TITLE:</b> • Deputy Technical Service Manager	<b>Abbreviation:</b> • DTSM
<b>REPORTS TO:</b> • Technical Service Manager (TSM)	<b>DEPARTMENT:</b> • Technical Services
<b>DEPUTISED BY:</b> • Technical Services Engineer (TSE)	<b>LOCATION:</b> • Stansted
<b>JOB PURPOSE:</b>  Deputy Technical Service Manager manages the Technical Services Department team and shall ensure that the scheduled and unscheduled maintenance activities are planned in accordance with ITJC MOE and related procedures as well as all applicable regulations with a goal to ensure aircraft serviceability with a high level of quality and safety at an optimal productivity.	
<b>ACCOUNTABILITY:</b>  Accountable for Technical Services Department operations in accordance with ITJC processes and procedures and secures quality, punctuality and cost efficiency for the department's deliverables.	
<b>MAIN RESPONSIBILITIES AND DUTIES:</b>  <ul style="list-style-type: none"> <li>• Responsible for deputising for Technical Services Manager in all functions when required.</li> <li>• Responsible for day-to-day management of the Technical Services team, escalating any areas of concern to the Technical Services Manager.</li> <li>• Ensures ITJC delivers the very highest level of response on a consistent basis, to its demanding customer base.</li> <li>• Coordinates the Technical Services Department with respect to resources and office equipment.</li> <li>• Supervises the work of Technical Services team and is responsible to ensure that procedures and instructions for Technical Services department are established and kept updated.</li> <li>• Plans and implements improvements to internal or external planning systems or processes.</li> <li>• Ensures correct planning and follow up of material flow to meet production requirements.</li> <li>• Distributes projects among TSEs to achieve adequate workload distribution and continuity.</li> <li>• Responsible for the quality of the communication of its department with customers to secure the very best customer experience when dealing with ITJC.</li> <li>• Co-Responsible for on-time delivery of Maintenance Projects (with Engineering).</li> <li>• Responsible to secure that Customers are properly informed about project status, issues and expected CRS variations.</li> <li>• Responsible for securing that the IPR procedure is carried out correctly and on a systematic basis.</li> <li>• Responsible for securing the review and update of technical publications and MTL when revisions received from OEM.</li> <li>• Responsible for the implementation of lean maintenance in Technical Services and cooperates with the other departments to improve ITJC quality of service.</li> <li>• Evaluates the assigned staff performance and provide feedback to the Technical Services Manager.</li> <li>• Ensures that Pre-input &amp; Post Input meetings with internal and external customers are planned as early as possible and carried out in a way to ensure highest quality of meeting is held and actions are taken and followed up on.</li> <li>• Ensuring compliance with the company Safety system in respect of actively advocating, promoting &amp; implementing safety policy – Identification, assessment and resolution of risks &amp; hazards, ensuring operational safety in the workplace, implementing corrective &amp; safety actions within required timescales, ensuring staff remain actively aware &amp; comply with</li> </ul>	

Commented [SA1]: He is reporting to you Paul, not to me. As such he should feedback to you.



requirements of the company safety system. Actively participate in company management & safety forums.

- Complies with company Procedures and in particular - Health, Technical, Quality and Safety policies.
- Performs TSE roles when required.
- Additional tasks as required by his manager.

**AUTHORITIES:**

- To define priorities and objectives, to coordinate and to monitor achievements among his department.
- Has disciplinary authority on staff working in the Technical Services Department.
- To request assistance from other ITJC's departments.
- To propose additional trainings and procedures updates.

**Qualifications Prerequisites:**

- University degree - preferably technical education or equivalent.
- Proven ability to provide effective management of people and resources.
- Good leadership skills and excellent customer interpersonal skills.
- Advanced level of written and oral communication skills with excellent interpersonal skills.
- Advanced skills in PC/windows pack usage in particular Excel.
- Show good leadership and communication skills.
- Show strong organizational and analytical skills.
- Show a good sense of priorities.
- Time flexibility.

**Other Specifications:**

- Be rigorous and self-motivated.
- Attend and successfully pass all mandatory trainings & assessments according to the area of activity.
- Show user skills in the tools used in Technical Services department.
- Maintain strict company and customer confidentiality.

I confirm that I have read and understand the requirements and responsibilities of my role and agree to adhere to them if there is anything I do not understand I am aware that I should raise this with my line Manager.

Signed: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Manager: \_\_\_\_\_

Date: \_\_\_\_\_