

JOB DESCRIPTION

Position: Applications Development and Technical Services Manager

Department: Application Development and Technical Services

Reports To: Director of Technical Sales and Support

Status: Salaried

Level: Exempt

POSITION SUMMARY:

Reporting to the Director of Technical Sales and Support of Business Development. The Applications Development and Technical Services Manager is responsible for leading, developing, and motivating a team of Applications Development Technicians. The incumbent will work as a strategic hands-on technical team leader to provide efficient and high quality technical support to the medical device coatings business.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervises, develops, and engages a team of Application Development Technicians by conducting performance reviews, hiring, training, and determining disciplinary action when necessary.
- Accountable for being hands on and providing back up support to Director and Applications Development Technicians when needed.
- Identify new product opportunities or new applications of existing products through customer contact and market knowledge – and work with the Director of Technical Sales & Support to turn these into new product projects.
- Sustain a strong awareness of new technologies, competitive threats, new opportunities, and regulatory developments in the coatings allied fields.
- Provide technical service for current business and engage accounts in new product development discussions for new business opportunities.
- Organize and conduct lab tests to solve technical issues from customers and customer complaints.
- Generate application knowledge of hydrophilic coatings on interventional medical devices
- Lead the validation and verification of the processes developed to support coating services and other business needs.
- Manage the technology transfer process to customer and conduct technical trainings to customers, sales team and other stakeholders.
- Accountable for creating SOP for coating applications, inspections, lab tests, etc. and make sure all the lab practices are in compliance with SOPs.

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- Collaborates directly with cross-functional teams such as Research and Development, Productions, etc. to understand application requirements.
- Translates customer needs into key structure/property and mechanism knowledge for improved material development.
- Designs new coating formulations for a variety of applications in the medical device market.
- Responsible for creating novel testing methods in accordance to new applications.

QUALIFICATIONS & REQUIREMENTS:

- Bachelor of Science in Chemistry, Chemical, Biomedical, Mechanical engineering, or related field from an accredited college/university.
- Minimum of 3-5 years of supervising employees with proven track record of authentic and inspirational leadership, cross-functional collaboration, customer intimacy, and organic growth.
- 3-5 years of direct related industry experience within medical device coatings.
- Extensive and demonstrated applications knowledge and understanding of coatings in medical device market is a plus.
- Leadership capability, strong problem-solving skills and resource management skills, excellent communication and interpersonal skills
- Strong hands-on leadership skills to attract and retain top talent and to manage talent and performance.
- Strong relationship building skills to work externally with suppliers/partners/customers as well as internally with the research and development labs, cross-functionally, and across businesses

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical Requirements

Physical Demands-Stooping, turning, bending, squatting, kneeling and the ability to lift up to 50 pounds; constant/repetitive standing; requires normal, correctable vision and hearing, and the ability to accurately discern color as necessary to perform job functions.

Working Conditions

Exposure to hazardous chemicals and must wear required personal protective equipment while demonstrating safe working practices.

Disclaimer

This job description is not intended to be construed as an exhaustive list of responsibilities, duties, or skills required for the position. This position may be changed or assume additional duties at any time. The employee may be requested to perform different or additional duties as assigned.