WE'RE LOOKING FOR AN IM SITE RELATIONSHIP MANAGER (SRM) AND INDUSTRIAL SOLUTIONS MANAGER
POSITION LOCATION: FORT ERIE, ON

The IM Site Relationship Manager (SRM) and Industrial Solutions Manager is responsible for the IM activities related to the Fort Erie site and act as the IM focal point for the business community and the AHCA management team regarding IM related topics. The incumbent ensures alignment between IM and the AHCA Business priorities through regular communication and collaboration with the IM team and AHCA Management and routinely organizes project and service reviews with the AHCA Business functions. The incumbent will be responsible to coordinate, manage & execute project delivery and support solutions in accordance with the Airbus IM operating Model. The IM Site Relationship Manager (SRM) and Industrial Solutions Manager monitors the IM services performance execution at AHCA and promotes and deploys state of the art digital solutions in the Industrial Solutions perimeter in line with AIRBUS Operating Model and Standards.

MAIN RESPONSIBILITIES

IM Site Relationship Management

- Manage IM top incidents, problems and their mitigation plans, etc.
- Follow usage and performance of IM products and/or services in the plant
- Participate in the operational and management routings needed in the plant
- Represents IM and promotes its vision, values, services, and capabilities
- Acts as an advocate on behalf of business stakeholders to ensure IM services & products meet his/her business priorities and needs
- Accountable for guaranteeing the proper level of service according to agreed SLA established with the business functions
- Serve as first point of escalation for all IT related customer issues
- Define and revise Service Level Requirements with local Business stakeholders

Projects

- Support Manufacturing / Operations activities and manage the associated demand
- Compile the Plant Demand Priorities for IM PSLs to provide a local and consistent view of the IM products and/or services being used and their roadmap
- Collect and Coordinate local Business needs and address to the relevant PSL
- Responsible for the roll-out of Group IM-supported processes, programs, information systems for Industrial Solutions Product/Service

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- Drive continuous improvement of all products and services within the Industrial Solutions Product/Service, in all aspects (financial, user experience, efficiency, effectiveness, simplification, technical performance, cyber security, resilience, obsolescence etc.) and across the full application lifecycle (design, build, run)
- Maintain a backlog of work with clear priorities agreed with the respective business stakeholders
- Overall accountability on the performance (delivery, costs, people management and well-being) of the related product teams. Product scope is end-to-end (Design / Build / Run)
- Enables an optimum relay between the strategic decisions and commitments taken at IM Leadership Team and Business counterpart(s) along with the execution of these decisions and commitments at product level teams, the heart of IM value creation and delivery

People, Budget & Planning

- Responsible for Local IM team members
- Responsible for Multi-Functional Teams formation in order to manage the IT Product/Application lifecycle related to Industrial Solutions Product/Service
- Develop people skills and career, aim at people's adaptability/employability and anticipate future needs for the company

EDUCATION & JOB REQUIREMENTS

- Degree in Manufacturing Engineering, Computer Science, Information Technology or an equivalent combination of education and experience
- 5 years of experience in application development and support in the manufacturing environment
- 5 years of Project Management experience in the manufacturing environment
- 5 years of experience in people management
- 5 years of experience in project, consulting, application design, development or support in any SAP Module in this list PP, QM, PM, MM, SD, FI, CO
- Understanding of Airbus IM standards, project and services methodologies and procedures
- Knowledge of IT supplier landscape in North America considered an asset
- SAP ECC6, SAP S/4HANA
- Windows 10 and Microsoft Office applications
- Active Directory (Microsoft 2003 / 2008 / 2012 / 2016)
- Networking (DNS, DHCP, Routing, Switching)
- IT Infrastructure (Servers, SANs)

- Virtualization (VMware 6.x) and VDI Services
- SAP BW and additional SAP knowledge considered an asset
- Knowledge in the Industry area: manufacturing, shop floor, FAL, supply chain, logistics,
- Knowledge in software solutions such as SAP, Analytics, Manufacturing

Interested applicants can apply on our online portal via ApplicantPro.

We would like to thank all applicants, however, only those selected for an interview will be contacted.

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