FIELD OPERATIONS MANAGER

Posting ID: EM1763100D
Company: Syrinix
Position Type: Full-Time
College Major(s): Mechanical Engineering (ME), Electrical/Computer Engineering (EE/CpE)

Company Website: http://www.syrinix.com/
Work Location: Las Vegas, NV
College Level(s): Undergraduate-Senior, Graduate Student, PhD. Student

OVERVIEW

Syrinix, with its USA HQ in Las Vegas, develops and provides automated pipeline monitoring technologies for water utilities. The Syrinix product set is now getting world-wide recognition with installations across the USA as well as in the UK, Middle East and Far East.

Building on that success, and the critical requirement of ensuring quality installations for every customer, Syrinix is seeking to increase its operations capability in the USA with the appointment of an Operations Manager. A strong team player, the successful applicant must have experience of field installation work, ideally in the utility sector, coupled with the ability to manage and deliver product installations both directly and through utility and 3rd party contractor installation teams. The ability to deliver installations whilst ensuring the highest levels of health, safety and quality is an essential requirement of this role.

Roles and Responsibilities

- In liaison with the Company’s operations team, subcontractor and customer partners, supporting and overseeing the supply, delivery and installation nationally and, if required, internationally of the Company’s products and services.
- To monitor the performance of field support team and sub-contractors
- To manage and implement employee and customer health, safety and quality processes and procedures
- Applying knowledge and expertise, particularly as regards the installation of electronic products to public water utilities
- Problem solving installation issues
- To train customers in the use and deployment of Syrinix equipment
- To liaise with customer project teams and agree project plans and see them through to on time delivery
- Delivering and meeting customer expectations including by focussing on customer needs and satisfaction, setting high standards for quality and quantity, working in a systematic, methodical and orderly way and consistently achieving project goals
- Planning and organising including planning activities and projects well in advance, taking account of possible changing circumstances, identifying and organising resources needed
to accomplish tasks and managing time effectively
● Following instructions and procedures including appropriately following instructions from others.
● Technically experienced and competent
● To develop and manage relationships with 3rd party contractors across the USA, as is required for product installations, to ensure installations are carried out to time, cost and quality.
● Liaise regularly and effectively with the Operations Director, based at the Company’s head office in the UK, and local and international colleagues.

Education and Qualifications
● Strong team player capable of working effectively with colleagues across the Company both within the USA and internationally.
● Strong project management, organisational and administrative skills, coupled with good planning and time management skills, to ensure tasks are progressed effectively and to time.
● Strong focus on customer needs and satisfaction, maintaining high standards of health, safety and quality whilst working productively in a high pressure environment to support and advance the company’s activities.
● Ability to understand, implement and maintain all required records relating to the implementation of process and procedures and to ensure compliance with all regulatory, compliance and insurance requirements.
● Ability to work flexibly and under pressure without any negative impact on standards.
● Ability both to apply and share with others detailed specialist and technical expertise, coupled with an understanding of different functions and activities across the company.
● Ability to communicate clearly and effectively.
● Experienced and effective planner, taking into account possible changes in circumstances, whilst setting clear objectives and managing time effectively.
● Confined space certified or the ability to obtain certification.
● Ability to travel domestically and internationally as required.

Preferred Skills
● At least 5 years experience of field installations including of electronic equipment
  Ideally utility field operations experience, preferably in the water sector
● Some knowledge of cellular communications and rechargeable/lithium batteries
● Working in accordance with, and ensuring the maintenance of health, safety and quality requirements and procedures
● Project and resource management
● Computer literate

How to Apply
Apply via LinkedIn @ https://www.linkedin.com/jobs/view/394697393/