



TECHNICAL PROGRAM MANAGER – On-site (Reno), Contract

Company:	SMTC Corporation	Location:	Reno, Nevada
Department:	Program Management	Reports to:	Direct to VP of Operations, Chihuahua Indirect to Sr. VP, Global Sales, Marketing, & Customer Experience

Company Overview:

About SMTC Corporation: SMTC Corporation, founded in 1985, is a mid-size provider of end-to-end electronics manufacturing services (EMS) including PCBA production, systems integration and comprehensive testing services, enclosure fabrication, as well as product design, sustaining engineering and supply chain management services. SMTC manufacturing facilities span a broad footprint in the United States, China and Mexico. SMTC services extend over the entire electronic product life cycle from the development and introduction of new products through to the growth, maturity and end-of-life phases. SMTC offers fully integrated contract manufacturing services with a distinctive approach to global original equipment manufacturers (OEMs) and emerging technology companies primarily within industrial, computing and communication market segments. SMTC is a public company incorporated in Delaware with its shares traded on the Nasdaq National Market System under the symbol SMTX. For further information on SMTC Corporation, please visit our website at www.smtc.com (<http://www.smtc.com/>).

Position Overview:

The Technical Program Manager works 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.

Key Responsibilities:

- Work on-site at the customers' location(s) to support and escalate processes and critical issues
- Work with the customers Design organization and SMTC's Early Supplier Involvement team to facilitate the smooth introduction of New Products via Value Engineering engagements
- Work with process and test engineers to translate updates to SMTC program management team

- Transfer knowledge of new processes to SMTC program management and engineering teams to further execute on commitments and planning
- Support SMTC manufacturing site(s) management and program support teams on issue resolution regarding resources, prioritization and barrier removal
- Provide customer escalation path on program critical issues
- Coordinate formal proposal development and establish execution commitments
- Promote executive level dialogue between the customer and SMTC focused on long term relationship planning
- Ensure customer wide understanding of SMTC's current service offerings, changes in capabilities and capacities
- Coordinate RFQ activities between the customer and SMTC
- Manage customer master plan; ensure that it is in line with operational and material execution commitments
- Focused on communication and driving improved customer experience and solutions

Required Skills & Knowledge:

- 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 & Lotus Notes)
- Able to work well under pressure and meet deadlines in a fast-paced environment
- Customer interfacing experience
- Provide insight to enable time to opportunity on a product development cycle

Required Qualifications and Experience:

- 7 to 10 years of experience in an EMS contract manufacturing environment
- Post-secondary education in a business or engineering discipline
- An established track record in a program management role
- Experience in the New Product Introduction Process
- Manufacturing and/or Process Engineering designation is a definite asset

Application Process:

All applicants interested in this career opportunity should send their cover letter and resume to corporatehr@smtc.com and quote the position title in the subject line.

Please note that only those applicants selected for an interview will be contacted directly.