

# VACANCY

**Position:** Support System Manager  
**Business unit:** HENSOLDT Australia  
**Reporting to:** Head of Customer Services Radar/IFF HENSOLDT  
**Location:** Australia

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## Job Scope

Hensoldt Customer Services is responsible for the global support of all our products, systems, and solutions, as well as for the design, marketing, sales, and management of Services for our customer base.

Within this, we look for a Support Systems Manager in Australia, located at our office in Newcastle. This is considered as a key staff position for our FDATCSS Support Contract of ASR-NG systems, representing the interests of HENSOLDT Sensors GmbH.

## Job Functions

- Manage the delivery of Support Services according to the contractual framework and represent Hensoldt Sensors in Australia.
- Act as the interface between the customer Commonwealth sustainment team and FDATCSS support staff.
- Prepare and conduct contract reviews with the customer, lead to decisions and follow-up on agreed measures.
- Regularly communicate with the customer, the ISS Responsible in Germany and the HENSOLDT Australia team.
- Develop and address improvement ideas for additional Services to the customer in line with the HENSOLDT Australia business strategy.
- Manage the FDATCSS support staff tasked with developing logistic and maintenance solutions, including engineering, maintenance, supply, and training elements of the support services in Australia.
- Provide support to the planning and commercial functions in relation to the delivery of support services in Australia.
- Manage resources within cost and schedule constraints.

## Requirements

- Extensive experience in project delivery of radar systems, preferably ASR-NG and FDATCSS specific system knowledge
- Possess working knowledge of Australian Defense environment, ASDEFCON contracting suite of documents and various applications used to provide engineering, maintenance, supply, and training services.
- Minimum experience of 5+ years as an ILS/ISS Manager or Project Manager
- Expert knowledge of Hensoldt Sensors processes, reporting structures and internal/external sensors audits, as well as the ability to provide guidance and training to the FDATCSS support team.
- Knowledge of SAP and of the Hensoldt Sensors repair process including IMT, overseas and in-country transportation, customs clearance, and export controls (in Germany and Australia)
- Experience in building a network of company personnel and points of contact, including subcontractors and suppliers (in Germany and Australia)
- Project Management Professional (PMP) certification with Project Management Institute (PMI)

## Personal Characteristics

- Strong business acumen and cost sensitivity
- Excellence in written and verbal communication in English, German of advantage
- Ability to work in and with diverse, international teams based on strong networking skills.
- Organized to manage multiple tasks and competing priorities simultaneously.
- Willingness to travel (national, occasionally international)

## Australia Employee Health & Safety Compliance

- The job holder will be expected to comply with any reasonable operational instruction or procedures relating to Company policies, reporting and controls. In particular Part 2 Division 4 of the Work Health and Safety Act 2011 provides a duty on every worker, while at work, to take reasonable care for the health and safety of themselves and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- It also places a duty on employees to cooperate with their employer so far as is necessary to enable their duties to be complied with including the appropriate use of personal protective equipment (PPE)
- Failure to comply with this duty may result in the Company invoking the disciplinary procedure.

**SKILL MATRIX:**

Job Title/Employee	Support System Manager
<b>Skills</b>	
Negotiation	3
PC skills	3
Presentation skills	3
Organisational skills	4
Time management	4
External communication	4
Internal communication	4
Financial acumen	3
Administrational skills	3
Report writing	4
Telephone manner	4
Scheduling	4
Customer relationship management	3
Product knowledge	4
Commercial skills	3
Customer knowledge	3
Competitor knowledge	3
Problem solving	3
Language skills	<b>3</b>
Leadership	2
Delegation	2
Decision making	2
Discipline	4

**Grading System:**

- 0 No knowledge**
- 1 General low level of competency**
- 2 Competent in some respects**
- 3 Competent in most respects**
- 4 Fully competent in all aspects**

<b>Authorised Job Spec.</b>	
<b>Job Holder:</b>	.....
<b>Date:</b>	.....
<b>Direct Report Manager:</b>	.....
<b>Date:</b>	.....
<b>22.05.24</b>	