

### **Director of Technical Operations**

Be at the forefront of a fast-growing, well-funded autonomous vehicle company, recently acquired by a US automaker. The company is seeking an aircraft (or automotive) fleet maintenance expert to set the vision, build and manage the tech ops/fleet maintenance division. You will establish the strategy, systems and organization in a “greenfield” situation, to repair, maintain, and refresh the fleet, maximizing safety, fleet utilization, customer satisfaction, and cost control. Your objectives will include:

- **Define and Build the Organization:** Define the organization, hire, develop, grow, and manage a team comprised of maintenance technicians, engineers, technical publication writers, training coordinators, and continuous improvement.
- **Understand Company Culture and Ecosystem:** Rapidly develop an understanding of the company’s mission, vision, goals, culture, and issues, and incorporate all relevant data into the formation of the Tech Ops team.
- **Develop Fleet Management Program:** Incorporate a continuous improvement approach and ensure that a scalable maintenance program is established to keep pace with a growing fleet.
- **Cost Controls:** Identify key cost levers, and develop parameters for an economically sound, efficient Tech Ops department, to maintain stringent cost controls.
- **Build Infrastructure and Systems:** Define the resources required to support the Tech Ops department, and ramp up infrastructure and systems to adequately support the function.
- **Develop Quality Assurance processes:** Define the standards of quality and vehicle safety for the department, and ensure that a proactive Quality Assurance approach is built in to all processes.
- **Gap Analysis:** After first steps are complete, take a step back and perform a SWOT and Gap analysis, to ensure all critical elements have been included.
- **Establish KPIs:** Establish performance metrics, goals, and performance evaluation processes for the Tech Ops division, and ensure performance and dependability targets are met.
- **Budget Management and Reporting:** Establish budgets, forecasts, variance analyses and reporting.
- **Training Program:** Work collaboratively with a diverse team (department managers, business representatives, subject matter experts, instructional staff, and program developers) to research, design, develop, and implement effective training solutions.

### **BACKGROUND AND EXPERIENCE:**

**Education:** Bachelor’s degree preferred.

**Experience:** 10+ years in operations/maintenance leadership roles required. Experience in shaping the direction of maintenance for a company. Extensive experience with large scale (fleet) vehicle maintenance required (either aircraft or automotive). Previous start-up experience a plus. Knowledge of aftermarket services is a plus. Budget or P&L management experience for a division or department is preferred, with knowledge of forecasts, variance, analysis, reporting.

**Knowledge and skills:** Strong Excel modeling skills. In depth understand of key cost levers. Proven interpersonal and communication skills. Working knowledge of Learning Management Systems (LMS).

If you are excited by starting a function in a well-funded environment, and you are flexible, comfortable with ambiguity, and thrive on challenge with a strategic approach, we want to talk with you.

**CONTACT:** Jeff Tyson, Executive Recruiter / 949-471-6208 / [jeff@bobsearch.com](mailto:jeff@bobsearch.com)