

## **The Wencor Group Job Description**

**Job Title:** On-Site Technical Support Engineer - Madrid

### **Overview of Wencor Group:**

Wencor is a leading provider of differentiated and IP-driven aftermarket solutions for the commercial aerospace industry. The Company, founded over 60 years ago, offers multiple solutions for airlines to maintain their fleets, including Parts Manufacturer Approval (PMA), consumables and expendables distribution, component repair, and used serviceable material parts. Through this comprehensive set of aftermarket solutions and proprietary PMAs and Design Engineering Representative (DERs), Wencor allows its airline customers to reduce maintenance costs and improve aircraft reliability. Wencor serves the commercial aftermarket, and thus its customer demand is tied to the installed base of aircraft and has a stable financial profile as a result. Wencor is headquartered in the Atlanta, Georgia area with additional offices in Utah, Miami, Seattle, California, Alabama, New York, Amsterdam, Singapore, Shanghai, and Istanbul. The Company has approximately \$500 million of revenues and strong margins. Wencor is owned by management and Warburg Pincus, a leading private equity firm founded in 1966 and an active investor in the aerospace sector. Warburg's thesis is to continue to support Wencor's growth through organic investments in people, product, and technology, as well as through tuck-in acquisitions.

### **Overview of the Position:**

On-Site Technical Support Engineer role exists to establish and maintain excellent relationships at the senior level at Iberia Airlines. The major focus in maintaining these relationships will be to continuously identify value added solutions that meet the customer's strategic needs while profitably growing our business footprint. This will require this position to work with both the Iberia Airlines and lead product management disciplines in developing new innovative and timely solutions.

### **Essential Duties and Responsibilities:**

- Works closely with customer in understanding all aspects of their operations in terms of Wencor Group products and services.
- Consistently walk through and discuss OEM part supply and reliability issues with shop and purchasing to identify alternative source solutions.
- Understand technical aspects of PMA and DER development (part/ system relationship, type of PMAs, certification process, ODA, internal PMA process, etc.)
- Review next higher assemblies' CMMs applicable to customer's fleet and utilize PEPIT and Team Center tools to identify development of total alternate solutions - PMA / DER / OOP.
- Leads identification of Reclamation opportunities and coordinates development with Product Management / MRO Engineering.
- Understand the customers (their fleet, maintenance, scope, product penetration and opportunity). Attends induction meetings as required and associated work scopes to optimize the maintenance spending in line with reliability targets.
- Meets with Engineering and Quality in support of Wencor current and new business development of products and services.
- Work closely with the sales team to pro-actively promote PMAs and DERs with consistent follow up of all PMA and DER development opportunities with Engineering.

- Utilize and understand market intelligence: competition, customers, pricing, leasing, bi-lateral agreements, etc.
- Coordinate closely with Product Managers for analysis, market research, data manipulation and utilization of tools
- Be a liaison with sales and internal PMAs teams for sales related activity
- Help facilitate airline/ shop coordination on key PMA initiatives
- Work closely with sales representatives, customers and Product Development to identify and increase PMA development activity on key platforms.
- Reports indirectly to Engineering

**Qualifications:**

*The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Language Skills:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, suppliers, clients, customers, and the general public. Some database, spreadsheet, and PowerPoint skills. Must speak Spanish and English

**Mathematical Skills:** Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**Reasoning Ability:** High degree of communication. High propensity for mechanical concepts. Must be detailed-oriented and focused on results.

**Physical Demands:** The physical demands described here are representatives of those that must be met by an employee to successfully perform the essential functions of this job.

- Is occasionally required to stand, walk, and lift up to 25 pounds.
- Is regularly required to reach with hands and arms.
- Is frequently required to sit; use hands to finger, handle, or feel; and talk or hear.
- Has clear vision at 20 inches or less and the ability to adjust the eye to bring an object into sharp focus.
- Works in moderate noise levels.

**Education Requirements:**

- Bachelor's degree in Mechanical Engineering, Aerospace Engineering or related field
- Three years of related experience and/or training; or
- Equivalent education.

If you are interested, contact NALAN BOSAK ([nbosak@wencor.com](mailto:nbosak@wencor.com))