

## Service Delivery Manager/Consultant

### Overview:

Essentium, Inc. is disrupting traditional manufacturing processes as innovators in both filament materials and additive manufacturing production platforms. We are bringing strength and speed together, at scale, with a no-compromise material set as we are committed to creating industrial solutions for the world's top manufacturers and bridging the gap between 3D printing and machining as an end-to-end industrial additive manufacturing partner. Currently headquartered in College Station, TX (relocating to Pflugerville, TX March 2019), we are dedicated to building a globally-recognized suite of capabilities in the manufacturing innovation sector and are looking for experienced industry leadership coupled with smart, passionate, entrepreneurial, inventive and driven people to help us achieve this goal and thrive in a fast-paced and high-volume environment. Our customers are based across the world and include industry leaders in contract/electronics manufacturing, semiconductor capital equipment, medical devices, aerospace, automotive, consumer products, energy and chemical, and government sectors.

The Service Delivery Manager will lead the release of our industrial 3D printer, strategically influence the direction we grow our service offerings, and report directly to the VP of Innovation and Service Delivery.

### Key Responsibilities:

- Develop, Lead and Establish Essentium's Managed Services as a provider of industry leading Industrial Additive Manufacturing and Application Engineering solutions through collaborative development in the standardization and optimization of best practices
- Be a key participant in increasing the visibility of Industrial Additive Manufacturing and Application Engineering to Essentium management and fast-growing sales teams through effective written and oral communication, enabling them to win new Managed Services deals
- Participate in strategic planning sessions for Essentium's forward looking plan to further develop Managed Services processes and capabilities
- Assist with content development for the Industrial Additive Manufacturing and Application Engineering Service Catalog in support of RFP/RFI responses and customer-facing proposals to ensure consistency and standardization of such content while defining the initial FRQ/FRT alignment and process interactions, with the Head of Sales
- Develop operational metrics and reporting structures, and hire the future Service Delivery Team
- Proactively identify potential issues and drive resolution to avoid customer impact, while facilitating continuous improvement
- Identify opportunities for innovation within Industrial Additive Manufacturing and Application Engineering

### Essential Requirements:

- 7+ years of experience in IT or CNC Industrial Machines Service Delivery or 5+ years of related experience in Industrial Additive Manufacturing and Application Engineering
- Experience in content development and communication plans
- Experience in Project Management
- Demonstrated ability to develop and implement strategic initiatives

- Good working knowledge of progressive technologies and current Industrial Manufacturing Equipment and Services Solutions
- Good analytical, organizational and interpersonal skills
- Bachelor's degree in Computer Science, Engineering, or related discipline

**Essential Capabilities:**

- Inside Product Specialist – Learn and use our platform in order to deliver technical solutions, products, and/or services that address customer needs of varying complexity (via telephone, chat, web, or e-mail); or working with Essentium's subject matter expert to address a solution of even higher complexity.
- Services Executive, Outside Sales Specialist –This role is strategic, high impact, and will provide high level services empowering our sales teams' successes.
- Industrial Equipment Solution Specialist – Lives in a world between sales leadership and services delivery, in order to architect and evangelize technology solutions, and then speak dynamically and present those solutions.
- End User Services Solution Principal – Can help new and existing customers maximize their results from Essentium's Services Portfolio

We believe that progress lives at the intersection of technology and humanity, and that our role is to bring innovation to manufacturing everywhere to drive progress around the world. Every member of our team plays a critical role in bringing our purpose to life and to do the absolute best we can for our company, our customers, and for each other. Essentium's Service Delivery is much more than meeting our customer's needs; it's about building and growing relationships to create a cherished family.