

Job Description

Title: Technical Services Manager

Updated: October 15, 2018

Location: Sto Corporate Office - Atlanta, GA 30331

Report to: Vice President, Technical Services / R&D

Purpose:

Sto Corp. (Sto), a global innovation leader of façade insulation (EIFS) and high performance coatings, is seeking a Technical Services Manager. The ideal candidate would have a building science, engineering, or architectural background with technical service and management experience. Ideal technical service experience would be in handling technical inquiries from building construction professionals – engineers, architects, distributors, contractors, and sales personnel - by phone and e-mail, preferably in one or more of the following industries: masonry, waterproofing, air barrier, stucco or EIFS. Ideal management experience would include daily review of work by subordinates, coaching and mentoring subordinates, planning and assigning work, measuring and monitoring services, developing new and innovative services, and efficient and effective leadership of technical personnel, leading by example and with a thorough knowledge and understanding of building science, engineering principles, and architectural detailing. The ideal candidate would be a team player and hands-on manager, able to solve complex technical questions, would have experience in plan review of architectural drawings, would have the ability to explain technical information concisely, clearly, and diplomatically, and would have published technical papers in industry trade or technical journals. Technical drawing, fluency in Spanish or German, and teaching or professional presentation experience would be preferred.

Essential Duties & Responsibilities (includes, but not limited to):

Daily interface with customers and technical support staff to provide outstanding technical service, respond promptly and accurately to technical inquiries by phone and e-mail, write technical letters, write and review other technical documents, analyze and solve complex technical questions or issues, develop and improve department metrics, oversee plan review and other special services, plan and schedule department work and establish goals, develop new services, provide leadership of technical personnel, guide, supervise and review direct reports.

Knowledge/Skills/Abilities:

Minimum Education:

- Bachelor's degree in building science, architecture, engineering, or related field

Minimum Experience:

- 3 years technical service experience with a construction products manufacturer
- 3 years managerial experience

Essential Knowledge:

- Construction methods and materials
- Building science
- Architectural detailing
- Word, Excel, Powerpoint
- Drawing skills, CAD, and Revit (preferred)
- Spanish or German speaking (preferred)

Essential Skills:

- Technical writing

- Read and analyze construction drawings
- Verbal communication of technical information
- Leadership
- Analytical and problem solving
- Professional presentation (preferred)

To Apply:

Submit your resume and cover letter to Jobs@StoCorp.com. Job ID: TSM