

Product Support Manager

Specific Functional Requirements for Key Leadership Positions (Attributes and Demonstrated Experience Beyond Level III Certification)

Education:

- **REQUIRED:**
 - Bachelor's degree
- **PREFERRED:**
 - Advanced Degree in logistics, business management, supply chain management, business or public admin, or technical field.
 - Joint Professional Military Education such as Dwight D. Eisenhower School for National Security Resource Strategy
 - Completion of a certificate program in systems design and operational effectiveness or similar systems engineering/technical education, business administration, and/or supply chain management

Training:

- **REQUIRED:**
 - Executive/Strategic Leadership/Development Training such as ACQ 405 Exec Refresher Training, PMT 401 Program Manager's Course, ACQ 450 Leading in the Acquisition Environment, ACQ 451 Integrated Acquisition for Decision Makers, ACQ 452 Forging Stakeholder Relationships, ACQ 453 Leader as Coach
- **PREFERRED:**
 - Level II or higher certification in PM, SPRDE, or Bus/FM career fields
 - PMT 401 Program Managers Course
 - PMT 400 PM Skills Course

Experience:

- **REQUIRED:**
 - 8 years' experience in LCL with at least 2 years in a program office or similar organization and 2 years supervisory or team lead experience at the GS-13 level or higher.
- **PREFERRED:**
 - Cross functional/portfolio assignment/rotation. Broadening assignment, e.g. Service HQs/OSD/ Joint/Industry/Operational/PEO/MAJCOM Staff.

Competencies:

Program Execution:

Demonstrated superior knowledge and proficiency in LCL Competencies and in the full Acquisition life cycle supporting LCL. Broad knowledge in DoD acquisition policies to include:

- Acquisition resources (DoDI 5000 series, FAR parts 1-18, applicable OMB circulars, Defense Acquisition Guide, DoD Guide to Planning and Scheduling, etc.)
- Scheduling (Integrated Master Schedule, Work Breakdown Structure, etc.)
- Contractor Performance and Earned Value Management
- Risk Management

- Program Health and Sustainment, Metrics, Policy, and Reports
- Program Documentation including Life Cycle Sustainment Plan, Acquisition Strategy, Systems Engineering Plan, Acquisition Program Baseline, Core Logistics Analysis, Core Depot Assessment, Replaced System Sustainment Plan, Program Management Plan, Acquisition Decision Memorandum, Affordability Estimate, Analysis of Alternatives, Cost Analysis and Requirements Description, Integrated Master Plan, Contract Funds Status Report, Program Protection Plan, etc.

Technical Management: (ALL REQUIRED)

Demonstrated superior knowledge and proficiency in LCL Competencies and in the full Acquisition life cycle supporting LCL. Broad knowledge in DoD acquisition policies to include:

- Requirements Management (ICD, CDD, CPD, etc.)
- Life Cycle Logistics (including the Life Cycle Sustainment Plan)
- Technical Reviews (including SRR, SFR, PDR, CDR, IPT, etc.)
- Configuration Management
- Intellectual Property Strategy
- Systems Engineering (including The Systems Engineering Plan, Technology Development Strategy, Technology Readiness Assessment)
- Logistics and Product Support
- Software Acquisition and Maintenance
- Test and Evaluation (including Test and Evaluation Strategy, Test and Evaluation Master Plan)
- Production, Quality, and Manufacturing
- Program Security
- Other documents including Information Support Plan, CONOPS, etc.

Business Management (All REQUIRED)

Demonstrated superior knowledge and proficiency in LCL Competencies and in the full Acquisition life cycle supporting LCL. Broad knowledge in DoD acquisition policies to include:

- Life-Cycle Cost and Total Ownership Cost (including Independent Cost Estimates, Manpower Estimates, etc.)
- Business Case Analysis (including assessing courses of actions, benefits, risks, and sensitivity)
- Contracting (including Market Research, etc.)
- Budget, Financial Planning, and Management (including PPBE Documents, Reports, etc.)
- Legal (including Reports to Congress, etc.)

Currency:

- **REQUIRED:**
 - 80 hours Continuous Learning every 2 years to include:
 - 30 hours of course work pertaining to Life Cycle Logistics
 - 10 hours cross functional training
 - 10 hours Executive Leadership (e.g. Harvard Business School continuous learning modules)
- **PREFERRED:**
 - Complete new LCL Cert required training courses deployed since the individual's LCL Level III DAWIA certification.