


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Lead eServices-AER08213

Description

We currently have an opening for a **Lead eServices**, in the eServices Department reporting to the Manager eServices. The primary objectives of this position are to:

- Act as a strategic player within Commercial Aircraft Customer Services in developing the Customer Portal as an efficient self-service, communication channel, and resource for Bombardier customers and partners/suppliers.
- Participate in the development of an effective online strategy for Commercial Aircraft and to work with related business units, IT/IS, and external vendors to implement the outlined strategy, support the development of new services/ applications, and user support.
- Promote and drive traffic to Bombardier's Commercial Aircraft Customer Services and Support eService channels

Responsibilities:

- Market and sell Commercial Aircraft Customer services through customer portal;
- Manage vendors involved with delivery of communication channels (e.g., web services providers, web hosts, etc.)
- Manage cost, schedule, delivery, and quality of Commercial Aircraft Customer Portal and any related eServices
- Set targets for growth, and performance statistics based on strategic objectives, monitor progress on the goals and report in monthly governance packages.
- Coordinate user support team in addressing customer queries such as new account, account update requests, user-support email, and telephone calls).
- Collect customer feedback, design and implement online surveys to measure customer satisfaction with the online services, Customer Portal
- Develop requirements for new features and functionality from external customers, work with IT partner to ensure inclusion in the vision.
- Develop workflow, templates, standards for customer communication, and portal activities for iflybombardier.com Working Group, Account Admin and User Support team - for existing and new applications
- Work with business units to define intra-department 'Service Level Agreements' - (for responding to customer queries/issues).
- Maintain Account Admin database and subscription information, and account authorization.
- Coordinate periodic security audit of the user-base and data cleanse as

required

Qualifications

- 5 years experience in managing IT strategy and deployment.
- A post-secondary degree in information technology and/or business
- Strong Project Management skills.
- Strong strategy and/or business acumen
- Understanding of web design technology and modern applications in e-business, self-service channels and web analytics.
- Excellent communication skills both written and oral
- Ability to coordinate and lead effective meetings and presentations
- Able to work comfortably with all levels within the organization.
- Excellent interpersonal skills

Job Customer Service

Primary Location CA-ON-Toronto

Organization Aerospace - Toronto Plant

Schedule Full-time

Shift Day Job

Job Posting 09.09.2009

Unposting Date 25.09.2009

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