



This is an exciting opportunity in Everspin Technologies. As technical customer management lead, you will manage technical aspects at major OEM customers. This role requires extensive experience in designing in components at major OEMs including all aspects of qualification support, looking after product ramp as well as owning the resolution of any technical issue in the production phase. You will be working closely with customer's qualification and technical teams to understand customer qualification requirements. Working internally with product management, engineering, solutions engineering, quality, operation and sales team to set expectation clearly to have an aligned plan ensuring a smooth qualification. Strong technical background in memory industry is preferred. If you want to work in a dynamic workplace environment to set the vision for change in memory technology and a job that offers you tremendous opportunities for personal, professional growth and satisfaction, this job is for you.

Responsibilities

- Good understanding of the OEM platforms where the product will be designed in
- Working with customers identify all major phases of qualification including timeline, tests that will be performed in each phase and criteria for pass, fail. Drive internally to ensure all stakeholders understand the expectation and manage a smooth qualification
- Create customer qualification requirement document
- In post-production phase, be the first line of defense in major OEMs when a technical issue arises in customer site. Ensure prompt resolution working with various stakeholders internally
- Manage resolution documents and communication to customer
- Lead the design review at major OEMs
- Have strong communication skills to drive alignment in cross functional teams
- 10-15 years of technical customer management experience
- Detail oriented individual, who enjoys working in a data-driven environment
- Ability to work with a global team
- Bachelor of Science in engineering is required

Travel: 25%

Location: Austin, TX