**Customer Program Manager** January 21, 2021

**GaN Systems Inc. - Kanata, Ontario, Canada**

**About GaN Systems**

GaN Systems is the global leader in GaN power semiconductors with the largest portfolio of transistors that uniquely address the needs of today’s most demanding industries including data center servers, renewable energy systems, automotive, industrial motors and consumer electronics.

As a market-leading innovator, GaN Systems makes possible the design of smaller, lower cost, more efficient power systems. The company’s award-winning products provide system design opportunities free from the limitations of yesterday’s silicon. By changing the rules of transistor performance, GaN Systems is enabling power conversion companies to revolutionize their industries and transform the world.

GaN Systems has proven GaN’s quality and reliability to major customers across the globe, and now we are expanding our Customer Operations to provide customer service, program management and customer quality to our major global customers. We are seeking talented individuals with an understanding of what it takes to win, to support, and to keep winning at major customers across the world. If you have experience in customer quality, customer program management, customer service or inside sales, we are expanding! If you are interested in joining a fast-growing leader in the wide bandgap semiconductor industry, poised to grow with the growth of datacenters, electric vehicles, green energy, and exciting new consumer products, then you should join GaN Systems.

For more information, please visit: [www.gansystems.com](http://www.gansystems.com/)

**Job Description**

The Customer Program Manager leads key customer programs by being the primary advocate of the customer to R&D, Operations, FA&R, Finance and Executive team. The main objective is to ensure customer success on key development programs. You would be responsible for communicating with customers, , regional sales teams and contracted sales representatives to understand requirements and facilitate company support where applicable. You would also be responsible for working with all internal teams and supply chain partners to drive execution in support of the customer requirements.

**Requirements:**

* Coordinate, track and deliver on key customer projects.
* Work closely with customers to understand project requirements and negotiate deliverables.
* Drive internal teams to execute to customer plans and our commitments.
* Develop and lead strategies and processes that deliver on customer requirements.
* Communicate, in both technical and business language, status, schedules and key issues to customers and senior management.
* Provide timely responses to customer driven essential inquiries.
* Identify, define, justify, launch, and manage customer specific products.
* Recognize and resolve, technical, operational and compliance issues.
* Create processes that ensure repeatable customer requests are efficiently executed.
* Build and enhance strategic relationships with customer decision makers and influencers.
* Build internal relationships and knowledge to optimize attainment customer driven data.
* Manage customer communication with a sense of urgency and professionalism.
* Support failure analysis requests, track progress and communicate status.
* Track and manage product change notifications ensuring fulfillment of industry and specific customer requirements.
* Manage and maintain purchasing contracts and service level agreements.
* Establish and manage key customer service processes.
* Drive the generation of compliance and quality documents (REACH, RoHS, PPAP, etc.)
* Organize customer specific and general data for secure and efficient storage and retrieval.
* Identify and pursue improvements to existing processes to maximize productivity and reduce risks.
* Facilitate customer audits, documentation and visits.
* Ensure customer requirements are met in the product development cycle.
* Determine impact of engineering change requests on existing products.
* Track and manage product change notifications ensuring fulfillment of customer and distributor requirements and aligned with company policy.
* Identify and pursue improvements to existing processes to maximize productivity and reduce risks.

**Skills**

The Customer Program Manager role requires a customer focussed, results and process oriented individual, comfortable working in a fast paced, multi tasking environment. The individual must be capable of managing multiple priorities with a proactive and accountable, “can do” attitude. Anticipating requests, based on experience, to promptly serve customer needs is a leadership characteristic of the customer program manager.

**Experience**

Minimum of 7 years experience in a customer facing, semiconductor or power electronics role. Competent with systems and processes with the ability to develop and learn new ones. English language a must. Mandarin language is highly beneficial.

**Education**

A bachelor’s degree in engineering or equivalent is required. Candidates with a business degree and experience in power electronics or semiconductors will be considered as well. An MBA or equivalent is beneficial.

We sincerely thank all applicants for their interest, however only qualified candidates will be contacted.

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