KIMBRO OIL COMPANY

Job Title: Technical Services Manager
Department: Kimbro Reliability Solutions (KRS)
Reports to: Director of Services and Quality
FLSA Status: Non-Exempt
Date Prepared: November 10, 2026

The Technical Services Manager is responsible for providing technical expertise, customer support, and program development across Kimbro Oil Company's Lubricants, Fuels, and Reliability Services businesses. This position serves as the primary technical resource for customers, the Sales Team, and internal operations, providing guidance on product applications, equipment performance, troubleshooting, and reliability solutions.

This position plays a key role in expanding Kimbro's technical service offerings, including the FuelShield Program, fluid analysis services, and Asset Intelligence initiatives. The Technical Services Manager works closely with the Director of Services and Quality to develop innovative solutions, improve customer equipment reliability, and strengthen Kimbro's position as a trusted technical resource.

The position is based at company headquarters, with regular visits to customer and field locations and approximately 25–40% travel.

Primary Responsibilities

- Serves as Kimbro's primary technical subject matter expert for lubricants, fuels, and reliability services.
- Provides technical guidance and product recommendations to customers, Sales representatives, and internal operations personnel.
- Evaluates customer equipment requirements and recommends appropriate lubricant, fuel, and reliability solutions.
- Leads technical troubleshooting, equipment evaluations, and failure analysis at customer facilities.
- Maintains current knowledge of industry standards, original equipment manufacturer (OEM) specifications, and emerging lubrication and fuel technologies.
- Represents Kimbro at customer meetings, supplier technical reviews, industry events, and other professional engagements.
- Leads the development, promotion, and continued growth of Kimbro's FuelShield Program.
- Develops FuelShield program offerings, customer materials, technical recommendations, and pricing support in collaboration with Sales and company leadership.
- Reviews and interprets fuel testing results, providing customers with clear recommendations and corrective actions.
- Identifies opportunities to expand FuelShield services with existing customers and into new markets.

- Tracks and reports FuelShield program performance, including customer participation, revenue, and service results.
- Partners with the Sales Team to provide technical support during customer meetings, presentations, and business development opportunities.
- Accompanies Sales representatives on customer visits to evaluate equipment, address technical concerns, and recommend appropriate solutions.
- Assists with customer proposals, product cross-references, competitive product conversions, and technical presentations.
- Conducts lubrication surveys, equipment evaluations, and other value-added inspections to support customer retention and business growth.
- Provides technical product and application training to Sales and Operations personnel.
- Works closely with the Director of Services and Quality to develop and expand Kimbro's Asset Intelligence services.
- Analyzes oil analysis, fuel testing, laboratory, and equipment performance data to identify trends and provide actionable recommendations.
- Assists with developing condition monitoring programs, equipment alarm limits, reporting standards, and reliability improvement strategies.
- Supports the evaluation and implementation of predictive maintenance technologies, data analytics, and artificial intelligence-driven solutions.
- Serves as the technical lead for designated key customer accounts, including scheduled site visits and timely responses to urgent technical concerns.
- Identifies, implements, and documents customer cost-saving opportunities, including leak detection studies, process improvements, and product consolidation initiatives.
- Participates in customer quarterly business reviews and maintains technical project documentation, progress reports, and status updates.
- Supports onsite filtration, flushing, fluid services, and other field service projects performed by the KRS team.
- Promotes and supports Kimbro's fluid analysis programs, including services provided through the internal Kimbro Laboratory and external laboratory partners.
- Reviews laboratory testing results and communicates equipment condition assessments and maintenance recommendations to customers.
- Assists with expanding Kimbro Laboratory capabilities, improving data collection processes, and supporting laboratory equipment certification requirements.
- Develops and delivers LubriVersitY training programs, customer-specific technical training, and customized educational presentations.
- Provides ongoing technical training and professional development support to Kimbro Sales and Operations employees.
- Creates technical educational materials, including newsletters, articles, application guides, and recurring technical topics.
- Develops, reviews, and maintains Safety Data Sheets (SDS), Technical Data Sheets (TDS), Certificates of Analysis, and other technical documentation, as applicable.
- Supports the Director of Services and Quality in establishing and maintaining product quality control standards and procedures.
- Develops customer equipment identification tags, lubrication schedules, technical reports, and other reliability documentation.
- Assists with developing and maintaining Standard Operating Procedures (SOPs) and continuous improvement initiatives within KRS.

- Maintains accurate records of customer technical activities, testing results, service recommendations, and project outcomes.
- Maintains confidentiality of all company, customer, vendor, and proprietary technical information.
- Demonstrates professionalism, sound judgment, and adaptability in responding to changing business and customer needs.
- Performs other duties as assigned.

Supervisory Responsibilities

N/A

This position serves as an individual contributor and does not have direct supervisory responsibilities. However, the Technical Services Manager provides technical leadership, training, and guidance to Sales, Operations, and KRS personnel.

As the company's technical service offerings expand, this position may have opportunities for increased program leadership and future supervisory responsibilities.

Qualifications & Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

- Bachelor's degree in Mechanical Engineering, Chemical Engineering, Chemistry, or a closely related technical field preferred.
- Minimum of five (5) years of experience in lubrication, fuels, equipment reliability, or a related technical field.
- STLE Certified Lubrication Specialist (CLS) and Oil Monitoring Analyst (OMA I) certifications, or the ability to obtain both within 12–18 months of hire.
- Strong working knowledge of lubricant and fuel chemistry, oil analysis, contamination control, and equipment reliability practices.
- Demonstrated experience providing technical support to customers, Sales representatives, or operational teams.
- Experience troubleshooting equipment performance issues and recommending technical solutions.
- Experience developing and delivering technical training, customer presentations, and educational materials.
- Proficiency in Microsoft Office applications, including Excel, Word, Outlook, and PowerPoint.
- Familiarity with technical data analysis tools, reporting systems, and performance dashboards.

- Valid driver's license and ability to travel approximately 25–40% to customer and field locations.
- Additional certifications, including ICML Machinery Lubrication Technician (MLT) or Machinery Lubricant Analyst (MLA), preferred.
- Experience with predictive maintenance, condition monitoring, or asset management technologies preferred.
- Or any equivalent combination of education and experience in job-related activities.

Other Skills

- Strong technical knowledge of lubricants, fuels, fluid analysis, and equipment reliability.
- Excellent analytical, troubleshooting, and problem-solving abilities.
- Ability to evaluate technical information and develop practical, cost-effective solutions.
- Strong customer service and relationship management skills.
- Excellent written and verbal communication skills.
- Ability to explain complex technical concepts clearly to customers and employees with varying levels of technical knowledge.
- Strong presentation, training, and public speaking skills.
- Ability to collaborate effectively with Sales, Operations, laboratory personnel, and company leadership.
- Strong organizational, planning, and project management abilities.
- Ability to manage multiple customer projects, technical initiatives, and competing priorities.
- Commercial awareness and ability to identify opportunities for business growth through technical services.
- Ability to work independently, exercise sound judgment, and take initiative in resolving customer concerns.
- Interest in emerging technologies, data analytics, predictive maintenance, and continuous improvement.
- Ability to maintain accurate technical records, reports, and supporting documentation.
- Strong attention to detail and commitment to product quality and customer satisfaction.
- Ability to adapt to changing customer requirements, technologies, and business priorities.
- Ability to maintain confidentiality of company and customer information.
- Demonstrates professionalism, accountability, and a commitment to ongoing technical education and development.

Work Environment & Physical Requirements

- Position involves a combination of professional office work, customer facility visits, industrial environments, and field service locations.
- Approximately 25–40% travel is required to customer locations, supplier facilities, and other company operating sites.
- Regular use of computers, telephones, testing equipment, and other office and technical tools.
- May be exposed to industrial equipment, machinery, lubricants, fuels, chemicals, and other materials commonly found in manufacturing and distribution environments.
- Work may involve varying temperatures, noise levels, outdoor weather conditions, and other environmental conditions associated with customer and field locations.

- Regularly required to sit, stand, walk, talk, hear, and use hands and fingers to operate equipment and perform technical evaluations.
- May occasionally be required to bend, stoop, kneel, crouch, reach, climb stairs, or access equipment during inspections and field evaluations.
- May occasionally lift, carry, or move testing equipment, tools, samples, and other materials weighing up to 25 pounds.
- Must be able to safely navigate customer facilities, warehouse areas, and industrial work environments.
- Must follow all applicable company safety policies, customer site requirements, and OSHA regulations.
- Must utilize appropriate personal protective equipment (PPE), including safety glasses, gloves, hard hats, and safety footwear, when required.
- Regular work schedule is generally Monday through Friday, with flexibility required for customer visits, travel, urgent technical concerns, and operational needs.

Notice & Disclaimer

The above job description is meant to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive, all-inclusive list of all responsibilities, duties, and skills required for the position. Requirements are representative of the minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.