



Field Applications Technician

Reports to: Field Applications Technician

Employment: Full time

Department: Engineering

Type: Permanent

Benefits: Medical, Dental, Vision, LTD, 401K

Status: Exempt

Position Summary

This position provides key field support to Field Applications Engineers. The Field Applications Technician will interface with engineers and customers to provide on-site support, troubleshooting, and commissioning support as needed.

Essential Job Functions (Roles and Responsibilities)

- Deployments – installs and commissions products at customer and external sites to satisfy sales process and sales. Assists engineers in installations using Ampt best practices and installation guidelines.
- Customer training – assists engineering in the training of end users on reliable, safe, and code compliant methods to install and configure products using industry best practices and Ampt installation methods.
- Customer technical support – addresses field issues and provides support to customer for resolution.
- Field applications engineering – assists field to engineer methods and procedures for installing products in target segment(s) applications.

Essential Job Requirements

- On-site customer deployment/installation/commissioning and debug support
- Customer training on installation and configuration
- Addressing field issues and failures
- Ability and willingness to travel is a must
- Personal vehicle use is required
- Experience with hands on troubleshooting in the field

Education:

High School diploma, trade school equivalent

Experience:

1-2 years construction and/or hands-on experience

Required Skills:

- PV system design and installation best practices
- PV Array commissioning and trouble shooting
- Safe PV array practices
- Customer service and technical support
- Basic computer networking knowledge

Preferred Skills:

- Knowledge of PV system design
- Knowledge of NEC

Personal Characteristics:

This position requires a person with the following characteristics.

- *Decisive / Action Orientated:* This person is thoughtful and fact-based in approach while, at the same time, being decisive and inclined to action. This person must have instincts for “getting it right” and be willing to accept the extra effort to complete all the details.
- *Results Focused:* This person must “know what it takes to be successful” and have a keen, relentless focus on driving the organization to achieve its profitability and growth objectives.
- *Customer Orientated:* This person understands that the role involves direct customer interaction coupled with an obligation to the company. Working through detail and explaining technical detail is a must and requires strong verbal communication skills.
- *Team Orientated:* This person works in a close team with other technical professionals and must be able to accept and communicate assignments as required both in the field and in the office environment.
- *Highly Self Motivated:* This person works in a remote position and must have a good work ethic and show that they are willing to be trained while working from home.