



**Position:** Service Technician - Residential

**Reports to:** Solar Fleet QC - Superintendent

**FLSA Status:** Non-Exempt / Hourly

**Status:** Full-Time

**Compensation:** \$32 - \$40 / hour – depending on experience

**Benefits:** Company provided iPad, laptop, vehicle, medical, dental & more.

The Service Technician is the field representative performing system activation for newly installed photovoltaic systems in a set region. This role includes setting up communication between rooftop, ground-level equipment, and troubleshooting systems. This position manages a high volume of residential projects and works directly with various stakeholders and teams as needed. Documenting the quality of a system installation is required to ensure commissioning can be done efficiently. The position is responsible for the management/completion of all residential solar service and warranty work. They are responsible for leading and completing warranty repair projects, service troubleshooting, and problem resolution. Individuals applying for the Service Technician position must be able to work independently and as part of a team.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following (other duties may be assigned):

- Provide QA / QC on completed residential jobs and documenting with photos
- Complete the Commissioning steps required to activate Tesla Powerwall systems, SolarEdge systems, Enphase Systems, SunPower Equinox systems, and any or all PV systems
- Working with the electricians and roofers to ensure systems are ready to be easily commissioned
- Communicate with the Warehouse team to ensure project related equipment is procured prior to construction
- Any other project engineering required items to ensure the success of a construction project
- Participate in training modules, including but not limited to, SunPower Training, Span training, SolarEdge training and more to ensure constant learning goals to increase solar knowledge base
- Assist the residential operations team with any specific tasks and/or duties
- Meet or exceed safety, quality, and productivity targets
- Develop and maintain a strong working relationship with peers and stakeholders across the organization
- Upload site maps to online portals for all monitoring systems including but not limited to Enphase, SolarEdge, SunPower Equinox etc.
- Use SolarEdge Design tool to create 3D model of SolarEdge projects and pushing design to the monitoring platform for easy scanning of the QR codes from the field installers
- After project construction is complete, placing placards on electrical equipment and collecting photos for submittal to HECO
- Collect photos of the equipment program settings for HECO to ensure quick closeout of PV installations
- Responsible for management and completion of all residential service and warranty-related work with focus on safety, quality, and customer experience

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- Troubleshoot/resolve residential solar warranty and service issues that arise from modules, monitoring, storage/balance of system components
- Access/document electrical distribution panels and other equipment safely
- Remove/add breakers and production CTs in the main service panel
- Investigate/mitigate/repair reported roof leaks
- Communicate directly with customers and provide great customer experience
- Complete Field Service Requests and submit associated documentation
- Participate in regular meetings/provide feedback/contribute to Root Cause Corrective Actions
- Support training and onboarding of new hires
- Assist with installs, inspections, and site surveys
- Complete work with high level professional quality
- Support tasks and initiatives as directed by operations leadership
- Ability to work with smart devices, gather information, and upload into the system
- Operate and maintain electrical service vehicles and equipment

**Minimum Qualifications:**

- High School diploma
- 1-3 years of applicable electrical construction and solar experience
- Electrical Journeyman's License certification when required by state
- Strong understanding of NEC codes and standards, especially residential PV installations
- Excellent customer service/communication skills
- Excellent time management/organizational skills
- Willingness to learn about new technologies and energy storage systems

**Preferred Qualifications:**

- Valid state or local Electrical Journeyman's License preferred, depending on state requirements
- OSHA 30 Certification
- College degree
- Strong understanding of NEC codes, especially residential PV installations
- Experience with installing and monitoring of microinverters
- Exposure to energy storage and backup systems
- NABCEP certification

**Driving Requirement:**

- Must possess a valid driver's license in the state where the work is to be performed
- Ability to drive a vehicle during the normal course of business
- Must maintain a clean driving record with the ability to pass a driving background check

**Physical Demands and Working Conditions:**

- Ability to traverse/maneuver job site and survey/assess all aspects of the construction process for extended periods of time

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- Ability to climb a ladder onto a roof, walk across a roof, and install equipment to roof safely
- Work in outdoor conditions: inclement weather, heat and humidity, cold and freezing temperatures, and exposure to poisonous plants, insects, and allergens
- May be exposed to energized electrical equipment/construction chemicals and will be required to take appropriate precautions.
- Employee may handle work equipment and be required to lift, move and install materials up to 50+ pounds
- Noise level is moderate but varies depending on location
- Able to use and learn standard construction equipment/technology with proficiency
- Typical work hours are M-F in 8-hour shifts, potential weekends
- Must hold a valid driver's license and own a registered insured personal vehicle to travel between job sites – no use of motorcycles or scooters during business hours
- Visual acuity to drive motor vehicles/mobile equipment/read printed and electronic documents
- Hearing capacity to receive, perceive, and react to common driving/construction environment noises
- Visual acuity to distinguish wiring colors
- Hearing capacity to receive, perceive, and react to verbal commands/warnings

### **Why start an exciting career with SunSpear?**

- Be part of a fast-growing company, within a fast-growing industry that provides a valuable service of helping clients save money while simultaneously promoting sustainability.
- Company growth opens doors for career advancement, and we love to promote from within.
- A mentorship environment with a strong team of industry veterans to learn from and who will encourage you to be successful!
- Bonuses for sending us referrals!
- As a company, we have built a positive and family-style culture within the organization; we pride ourselves on a fun team atmosphere with result-based incentives.

### **Equal Employment Opportunity Policy**

We provide equal employment opportunities (EEO) to all applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, we comply with applicable state and local laws governing nondiscrimination in employment.

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