



**Position:** Service Technician

**Reports to:** Solar Fleet QC Manager

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

**Status:** Full-Time

**Compensation:** \$28/hr + (varies by experience)

**Benefits:** Medical, dental & more.

The Service Technician will report to the Solar Fleet QC Manager and provide diagnostic, troubleshooting, preventive and corrective maintenance services to installed energy products including but not limited to: Commercial & Residential solar PV systems, batteries, and electric vehicle charging stations. The Service Technician will be asked to assist in the commissioning of the solar arrays, batteries and electric vehicle charging stations and monitoring systems during project installation.

The ideal candidate has experience in the installation and serving of commercial and/or residential solar PV systems. Individuals applying for the Service Technician must be able to work independently and as part of a team.

## **Responsibilities and Duties**

- Perform required preventive maintenance activities on solar inverters & battery systems to maintain warranty coverage
- Respond to corrective maintenance cases on commercial solar PV, commercial energy storage systems, vehicle charging stations and updating online case logs accurately
- Attend and demonstrate outstanding performance at multiple inverter training schools
- Work safely and in accordance with SunSpear and industry standard safety requirements
- Report writing, where required, to comply with deliverables in commercial O&M contracts
- Work closely with members of the Operations and Engineering teams to respond to open case directions and provide data where requested
- Prioritize conflicting work requests and escalations
- Respond to customers' concerns with the performance or functionality of their system
- Ensure the vehicle, tooling, electronics, software, and company property issued are accounted for and taken care of at all times

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- Work collaboratively with the electric vehicle charging teams to understand the system and installation requirements
- Support the ongoing development and improvement of the SunSpear Field Service team
- Responsible for management and completion of all residential service and warranty-related work with focus on safety, quality, and customer experience
- 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
- Operate/maintain electrical service vehicles and equipment
- 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

**Minimum Qualifications:**

- High School diploma
- 1-3 years of applicable electrical construction and solar experience
- Strong understanding of NEC codes and standards, especially PV installations
- Proficiency in installing grid-tied inverters and able to work with various ground and roof mount racking systems
- Ability to stay organized in a fast-paced environment with aggressive timelines
- 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

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### **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
- 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!

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- 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.