

Yaskawa – Solectria Solar, a wholly-owned subsidiary of Yaskawa America, Inc., is the largest commercial inverter manufacturer in the U.S. Solectria's products includes 3.8 to 750 kW inverters, string combiners and web-based monitoring for all size solar systems. We offer a friendly work environment, great benefits, the ability to work with cutting edge technology and the chance to work with an innovative and dynamic team. We are conveniently located off I-495 in the Riverwalk complex. To apply for this or any other position, e-mail your resume to hr@solectria.com.

POSITION DESCRIPTION

TITLE: **Technical Support Engineer**
SUPERVISOR: **Technical Support Manager**
CLASSIFICATION: **Exempt, full-time**
JOB CODE: **CS-2017-207**
LOCATION: **Lawrence, MA**

DUTIES:

1. Interact with customers to provide the highest level of customer satisfaction in all interactions.
2. Solve highly technical issues over the phone and through email.
3. Provide technical support to customers and field technicians to solve inverter and other product-related issues.
4. Troubleshoot issues to root cause over the phone and through email.
5. Perform analysis of data monitoring to determine root cause of issues and develop appropriate corrective action plans.
6. Determine appropriate replacement parts and courses of action to repair units deployed in the field.
7. Create cases and work orders in ServiceMax and maintain detailed records.
8. Schedule and dispatch field technicians to repair units by developing detailed repair plans and troubleshooting steps.
9. Update, create and maintain service manuals and troubleshooting guides.
10. Manage process improvements and creation of processes related to the Technical Support department.
11. Occasionally travel to field sites and perform onsite troubleshooting of issues and perform repairs to restore functionality of units.
12. Work with Engineering to solve product issues and issue Technical Service Bulletins.
13. Manage specific customer or product issue projects as assigned.
14. Other related duties as assigned.

REQUIREMENTS:

Skills/Knowledge/Abilities:

1. Experience with PV inverters, high voltage systems and power electronics preferred.
2. Knowledge of electric systems, including residential and commercial electrical infrastructure.
3. A high level of initiative and a proactive nature, good communication and presentation skills and strong organizational and time management skills.
4. Knowledge of PC operating system, MODBUS and TCP/IP protocols.
5. Ability to read and follow schematic diagrams, drawings and instructions.
6. Ability to use diagnostic software and communication programs.
7. Field service experience highly desirable.
8. Safety and quality focused, customer-oriented.
9. Ability to occasionally travel, both nationally and internationally - a valid passport is required.

Working Conditions/Physical Demands:

1. Ability to lift 80 lbs. Work in indoor and outdoor areas and all climates. May stand for long periods of time and in confined space, climbing, crawling, and lying on the ground. Significant fine finger dexterity. Lifting and moving items while walking. Climbing ladders and working on flat roofs. Wearing Arc Fault PPE for extended periods of time.

Education/Certification:

1. BS in an engineering or related field
2. Two or more years of work-related experience preferred, but not required
3. NABCEP certification highly desirable.