

Position: Technical Support Engineer

Job Description:

The Technical Support Engineer will be responsible for all pre-sale and after-sale technical support and consultation. Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues in coordination with global partners. Taking ownership of customer onsite claims, problem solving with both internal and external customers, and communicating any technical information to the global partners.

To undergo rigorous training to enhance areas of expertise.

- Responsible for all presale and after sale technical support.
- Taking ownership of customer issues reported and seeing problems through to resolution
- Make sure that all technical or mechanical equipment is functioning properly within safety margins, and are always ready to troubleshoot.
- Learn and research all the technical products of PROINSO
- Proactive in learning the policies involving solar PV systems and electrical engineering.
- Communicate any relevant new information regarding solar PV trends, news and practices.
- Organize and manage Technical Trainings to internal employees of the Company and external customers.
- Other technical support (as needed)

KNOWLEDGE AND EXPERIENCE:

- Bachelor's Degree in Electrical Engineering, Renewable Energy, or related field.
- At least 2 years of related EE experience.
- Knowledge in PV Market and PV Products.
- Knowledge of relevant codes and standards
- Excellent analytical, problem solving and communication skills.
- Has ability to develop and deliver technical training.



ABOUT PROINSO

www.proinso.net

PROINSO is a global leader in the solar energy market offering solar projects of all scales with a full-service portfolio including advisory, procurement, engineering, project development, finance and construction services. Since our establishment in 2006 PROINSO has supplied over 3.5GW of projects for blue-chip companies and public institutions, and has established operations on 5 continents. In 2018 in recognition of its outstanding performance PROINSO received the Queen's Award for Enterprise, the UK's highest accolade for business success.

Please state expected salary/salary expectations when submitting your application

Due to the number of applications, should you not hear from us within one week then please assume your application has been unsuccessful. If your application is successful, we will contact you to discuss the opportunity in more detail within 10 working days of receiving your application.

Please no agencies. All candidates should apply directly through PROINSO.

