



**MOBILE SOLAR
SOLUTIONS
SINCE 1996**

**Job Title: Electromechanical
Support Specialist**

Department: Engineering

**Position Location: Victoria, BC,
Canada**

Reports to: Manager of Engineering

Under the direction of the Manager of Engineering, the **Electromechanical Support Specialist** conducts technical support and provides problem solving, primarily via telephone and email, directly with end users, to diagnose and resolve product and installation issues.

Primary Responsibilities

- Conducts technical support and problem solving, primarily via telephone and email, directly with end users, diagnosing and resolving product and Installation Issues.
- Receives, investigates and processes warranty claims, Including maintaining and entering RMA data information In ERP, completing claim reports end entering replacement orders.
- Creates and maintains product documentation for both product Installation and maintenance.
- Creates knowledge base content and publishes content as required.
- Provides technical content for website and other marketing material.
- Supports product testing and evaluation.
- Assists in both mechanical and electrical product design.
- Works effectively within a small team while providing and maintaining the Highest Level of customer service to both Internal and external customers.
- Provides general backup support for order entry and other customer related needs.

Qualifications

- Diploma in Mechanical or Electrical Engineering, or equivalent knowledge and experience
- Knowledgeable in electrical power systems including batteries, converters, inverters and AC power, solar controllers, solar panels and wiring
- Experience with hand tools and common diagnostic equipment
- Minimum of 1 year experience in a fast-paced, high-volume workplace
- Strong customer service skills
- Strong problem-solving skills
- Strong interpersonal skills
- Ability to manage and prioritize a high volume of tasks

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