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Job Description – Service / O&M Technician

Works with existing Photovoltaic (PV) Systems installed by LightWave Solar and others. May be called on to perform Service, Warranty and O&M duties. Systems range from 1kW to multiple MW. Project types vary and include residential, commercial, industrial and utility-scale grid-tied, off-grid and hybrid/battery-backup systems. Project locations span a large part of the TVA area and include ground-mounted, roof-mounted and pole-mounted installations as well as fixed-tilt and tracking systems. Position also includes responsibility for troubleshooting and maintenance of, as well as analysis of data collected from, monitoring systems.

PRIMARY RESPONSIBILITIES:

- Respond to Service calls as dispatched, drive assigned issues and seek advice/counsel as needed
- Track progress of cases and log communications with clients and manufacturers as detailed notes in Sugar CRM
- Perform troubleshooting and implement Code compliant fixes in the field in a safe manner
- Work with OEMs to determine warranty status of installed equipment
- Fill out Service Work Orders, track travel and labor time as well as used materials for billing
- Communicate all matters with Service Manager
- Confirm accuracy of, red-line and/or modify As Built Drawings as needed
 - a. Bring changes to Service Manager's attention for inclusion in archived documentation
- Secure additional field help for Service work, as needed, through Service Manager
- Work on PV Installation team(s) as necessary and when available
- Perform PV system commissioning and testing processes
- Assist Service Manager in feedback loops to Install, Project Management and Engineering teams
 - a. Critically examine installations and pass on findings through constructive feedback to constantly improve quality

KNOWLEDGE AND SKILL REQUIREMENTS:

- 1+ year minimum experience as a solar PV Installer preferred
- Full NABCEP PV certification preferred, additional Electrical licensure or formal technical education a plus
- Strong understanding of grid-tied, off-grid and hybrid PV system design and installation, commissioning procedures, shut down / LOTO procedures, programming, troubleshooting, monitoring and repair
- Knowledge of the NEC Code and the ability to use and reference the Code as required
- Proficient skills with computers including: Windows OS (multiple versions), Microsoft Office and document/content creation
- Industrial Communications & Networking knowledge, including wired and wireless networks and system topologies
- Excellent interpersonal skills and attention to detail. This position educates and interacts with customers.
- Positive 'can-do' attitude and creative problem solving ability required.
- Ability to work both under close direction and in a self-directed manner, as needed
- Valid driver's license is required.
- This position may require significant overnight travel.

Please send your resume and cover letter to jobs@lightwavesolar.com.