

## Job Description – Service / O&M Technician

This technician will work with existing Photovoltaic (PV) Systems installed by LightWave Solar and others. They will be called on to perform Service, Warranty and Operational Maintenance 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 TN Valley region 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
  - 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
  - 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](mailto:jobs@lightwavesolar.com)