

## Field Service Engineer

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AlsoEnergy is a leading provider of renewable energy monitoring systems (data acquisition systems - DAS). The Field Service Engineer is responsible for providing high-quality customer focused technical support for the AlsoEnergy products, delivering solutions to both technical and non-technical end users. This person will also work on other engineering and documentation projects as required. AlsoEnergy is willing to train the right candidate.

### Responsibilities:

- Travel related to commissioning and troubleshooting 75% to 100% of the time
- Helping customers solve technical issues with our products while working with our Development group to resolve more advanced issues when necessary
- Answering questions from customers and prospective customers about the features and capabilities of our products
- Developing customer-facing documentation for our website on an as-needed basis
- Communicating customer needs and wishes to the development and engineering staff
- Document troubleshooting and problem resolution steps and practices
- Participation in providing training and documentation to customers as required

### Requirements:

We are looking for a driven, self-motivated individual who relentlessly identifies and fills gaps with a strong technical focus on our customers. The successful candidate will possess the following qualifications:

- Bachelor's degree in Engineering and 0-2 years of experience in field or in a related area
- Solar, Fire Alarm, SCADA or PLC experience valuable
- Comfortable working with low-voltage electrical equipment and associated tools
- The ability to be a good listener, understand a customer problem and find a complete solution
- Excellent writing skills - most of your work will be written (email, documentation, etc.)
- Excellent telephone mannerisms - some support will be provided over the phone
- Ability to work outdoors in a variety of weather conditions
- Knowledge of TCP/IP, serial communications and other networking concepts
- Windows & Mac troubleshooting ability
- Ability to work without supervision
- This position is based in Boulder, Colorado

## About AlsoEnergy

AlsoEnergy was founded in 2007 to provide software-as-a-service monitoring solutions for the renewable energy market, with a focus on solar PV. It is our mission to enable the adoption of clean energy technologies by providing end-to-end turnkey solutions that monitor and manage renewable energy and power quality systems.

AlsoEnergy monitors over 6GW and more than 17,000 independent sites worldwide. Our customers value our responsive customer support, hardware solutions, software technology, and a track record for on-time fulfillment. As a growing profitable and debt-free company, AlsoEnergy has planned for sustainable growth to remain competitive in the rapidly evolving solar marketplace. AlsoEnergy will continue to advance our product line and technology to meet the needs of our customers in the years to come.

## Other Details

AlsoEnergy offers a competitive salary and a full list of benefits, including health, 401K, vision and dental coverage. You will work in a growing, profitable company with a fun and creative environment alongside a talented group of individuals that have a passion for building renewable energy systems.

We are open to local candidates only. Although you may be permitted to work from home on occasion, the candidate will need to be in Also Energy's office in Boulder, CO on a regular basis.