



**JOB TITLE:** Solar Service Technician I

**LOCATION:** State College, PA & Pittsburgh, PA

**JOB TYPE:** Full-time, Permanent

**JOB SUMMARY:** The Solar Service Technician I is a mid-level position tasked with monitoring and maintenance of our existing solar photovoltaic customers. Candidates should have 3+ years of experience in the solar trades, electrical trades, or relevant trades that require troubleshooting knowledge. This is primarily a field-based position with a focus on job site execution, following existing processes, adhering to current National Electrical Code standards, and accepting direction from the Service Manager. The position requires experience performing contracting work in the residential and commercial sectors, effective communication skills, strong organizational skills, and a willingness to travel overnight. The Solar Service Technician I will be responsible for maintaining a clean work environment and interacting in a professional manner with clients. This position can evolve into other relevant positions within Envinity. Envinity will train on the job and provide self-guided training opportunities.

#### **GENERAL JOB TASKS**

- Continuously monitor and maintain solar energy systems to maximize their efficiency and output. Set performance improvement goals to ensure clients receive the full benefits of their solar installations.
- Prioritize exceptional customer service by promptly addressing client inquiries, scheduling appointments, and ensuring clear communication throughout the service process. Aim to achieve high levels of customer satisfaction and positive feedback.
- Maintain accurate records of service appointments, payments, and warranty claims in Solve 360 or other designated software. Ensure all administrative tasks related to service appointments are completed promptly and accurately.
- Efficiently manage the submission of warranty and RMA claims to solar equipment manufacturers. Aim to achieve a high success rate in obtaining timely replacements or repairs for faulty components.
- Take the lead on system commissioning for all residential and small commercial projects.
- Perform onsite troubleshooting procedures following manufacturer's instructions.
- Strategize and plan for the removal and reinstallation of solar components.
- Develop estimates and proposals for presentation to clients using Microsoft Office.
- Complete service paperwork neatly and clearly to be signed off upon by the client. Obtain payment via check, cash, or credit card at the end of service.
- Actively participate in process improvement initiatives, suggesting and implementing changes that enhance service efficiency and effectiveness. Streamline service procedures to reduce service times and increase customer satisfaction.
- Maintain list of customer sites that are being monitored for potential service.
- Strive for technical excellence by staying updated on industry best practices, attending relevant training, and earning necessary certifications. The goal is to become a highly skilled solar service technician capable of diagnosing and resolving complex issues.



- Other duties as assigned, including assist in the installation for solar photovoltaic systems in accordance with codes and company/industry standards using drawings, schematics, and instructions.
- Adhere to daily/weekly schedules and budgets for project activities under the direction of the Service Manager.
- Perform physically demanding tasks, such as digging trenches to lay conduit or moving or lifting heavy objects (up to 50 lbs.).
- Maintain Envinity standards of quality control, client communication and client satisfaction.
- Extend a high-level service to our clients representing Envinity in a courteous, punctual, and professional manner.
- Be part of a friendly, communicative part of an installation team of 3 to 4 people working on all parts of a solar power installation.
- Utilize company provided communication tools.
- Must be committed to safe working practices, adhering to company safety policy, knowledge of OSHA safety standards, and understand the importance of maintaining a clean job site and clean vehicles.
- Participate in site hazard reviews.
- Follow established safety rules and regulations.
- Report near misses and incidents to the site manager and complete incident report form.

#### **WHAT MAKES A GOOD CANDIDATE**

- Experience in the solar, electrical, or general contracting industry.
- Comfortable with using computers, Microsoft Office and handheld devices for commissioning and troubleshooting system components.
- Excellent written and verbal communication skills.
- High level of knowledge in building and electrical codes.
- Willingness to travel several days per month.
- Ability to perform physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- Comfortable working at heights and on ladders.
- Patience for long telephone holds and conversations with technical support agents.
- Experience running, maneuvering, navigating, or driving vehicles or mechanized equipment.
- Support of Envinity's purpose (Decarbonize our Built Environment) and Core Values (SIMPLY Envinity - Sustainable; Impassioned leadership; Mindful, open & honest; Playfully productive; Look out for others; Yearn to learn).

#### **PAY AND BENEFITS**

- Competitive wages based on experience, typically \$22.00/hour to \$26.00/hour.
- Retirement with 3% company match.
- Health, vision, dental insurance.
- Paid time off in accordance with current company policy.
- Rollover paid time off in accordance with current company policy.
- (8) paid holidays per year.



- Signing bonus to support the purchase of basic tools.
- OSHA 10 certification prior to starting field work.

#### **SUBMITTALS**

- Resume.
- Cover Letter.

Submit resume and cover letter to [Envinitycareers@envinity.com](mailto:Envinitycareers@envinity.com) and include the subject line, “Solar Service Technician I.”

Envinity is an inclusive, equal opportunity employer. Our goal is to hire great humans regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status; or other characteristics protected by law. Envinity highly encourages all women, minority groups, individuals with disabilities and veterans to apply.

Employment offers with Envinity are contingent upon successfully completing Motor Vehicle and criminal background checks. Envinity is an at-will employer.

