



25 CUSTOMER TECHNICAL SUPPORT SPECIALISTS

Based: Germany (Munich/Freiburg) or Netherlands (Den Bosch)

Work From Home on completion of training
(approx. 6 weeks today including 2 weeks paid formal training in Leon)

We have been engaged by our partner, a global energy tech company & the world's leading supplier of microinverter-based solar and battery systems to find Customer Technical Support professionals to support their growing European business.

SUMMARY ROLE OVERVIEW

We are looking for Customer Technical Support Professionals to join the team. With our outstanding technical expertise, we at customer support are helping our customers to make the best use of their solar PV systems. The most advanced technology allows us to monitor and control each component in the field.

Industry-leading innovation and continuous learning allow us to always remain one step ahead of our installer partners and be well equipped to provide professional support during the commissioning of new sites. The possibilities are endless, including a competitive base salary, corporate bonuses that are paid out quarterly, excellent benefits, and even company stock!

What you will be doing:

- Improving customer satisfaction by helping our customers (Homeowners) and installers to solve technical problems as well as support installers during commissioning (email or phone)
- Documenting received cases and following up in a timely manner
- Cooperating with Field Service Technicians and Field Application Engineers
- Use and maintain the support knowledge base
- Continuously learn and improve PV knowledge

Who you are and what you will bring – this is the gold requirement, if you are missing elements, you will be trained or given certification so, please don't worry.

- 2+ years of experience in customer support or equivalent educational background
- English required, plus a minimum level of C1 in French or Dutch
- Excellent verbal communication skills
- Ability to take ownership and responsibility
- Understand electrical systems an advantage
- Familiarity with MS-Office
- Interest in solar energy