



Job Description: Field Applications Engineer

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| Position Title: | Field Applications Engineer | Exempt/Non-exempt: | Exempt |
| Department: | Engineering | Full/Part Time: | Full |
| Reports to: | Director of Field Applications Engineering | Permanent/Temporary: | Permanent |
| Benefits: | Medical, Dental, Vision, LTD, 401K | | |

Position Summary

This position provides key pre-sales engineering support and post sales customer support. The Field Applications Engineer will interface with customers to engineer systems, develop deployment plans, and deploy systems - including on-site support, training, and post commissioning support as needed. The Field Applications Engineering role also includes internal product testing, interoperability studies, and documentation.

Essential Job Functions (Roles and Responsibilities)

- Deployments – installs products at customer and external sites to satisfy sales process and sales. Manages and supervises installations using Ampt best practices and installation guidelines.
- Customer training - trains end users on reliable, safe, and code compliant methods to install and configure products using industry best practices and Ampt installation methods.
- Customer technical support – addresses field issues and provides support to customer for resolution.
- Field applications engineering – engineers methods and procedures for installing products in target segment(s) applications and provides engineering assistance to sales.
- Product definition and feedback to Product Development teams – assists in defining MRD’s and PRD’s, focusing on photovoltaic and deployment aspects of products.
- Field performance evaluation – validates and quantifies field product performance metrics for value proposition.
- Internal product testing and product development support testing.

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- Creation and/or review of manuals and design guides.

Essential Job Requirements

- Customer proposal support for sales
- Project planning with customer and Ampt operations for scheduling, staffing, and materials on a project basis
- On-site customer deployment/installation/commissioning and debug support
- Customer training on installation and configuration
- Addressing field issues and failures
- Engineering support for technical sales and customers
- Methods and procedures for field deployments
- PV systems engineering and documentation
- Determines applications engineering, methods, procedures, and NEC code compliance for install techniques
- Collection and processing of field performance data for value proposition quantification and feature validation
- Internal product testing for interoperability and design validation prior to customer installation
- Ability to Travel
- Experience with hands on troubleshooting in the field

Education:

Bachelor’s degree in Electrical Engineering, Physics, related field or 2-5yrs of equivalent experience

Experience:

- 2-5yrs PV System design and installation experience
- 2-5yrs PV Array commissioning and trouble shooting
- NABCEP - PV Full certification preferred, or entry level certificate

Required Skills:

- PV system design and installation best practices
- PV Array commissioning and troubleshooting
- Safe PV array practices
- Knowledge of PV inverter topologies
- Customer service and technical support
- Proficient in Microsoft Office
- AutoCAD

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Preferred Skills:

- Modeling tools such as PVSyst, PVSol, SAM
- NABCEP Certification
- Knowledge of PV data acquisition systems
- Knowledge of NEC

Personal Characteristics:

- *Decisive / Action Orientation:* This position requires a person who will be thoughtful and fact-based in approach while, at the same time, being decisive and inclined to action. Candidates must have instincts for “getting it right” and be willing to accept the extra effort to complete all the details.
- *Results Focused:* Candidates for the position must “know what it takes to be successful” and have a keen, relentless focus on driving the organization to achieve its profitability and growth objectives.
- *Customer Orientation:* He or she must have an understanding the role involves direct customer interaction coupled with an obligation to the company. Working through detail and explaining technical detail is a must requiring strong technical writing and verbal communication skills.
- *Team Orientation:* He or she will be working in a close team of other technical professionals and must be able to accept and communicate assignments as required both in the field and in the office environment.

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