



Field Service Technician

Location: Effingham, IL office. Must live in Central/Southern IL region.

Position Location: Dispatch-from-home possible but frequent attendance at the EFFINGHAM, IL OFFICE required. Must live in Central/Southern IL region. (Ideal candidate already lives in this area)

Tick Tock Energy, Inc. is seeking a Solar Service Technician, reporting to our Service Manager. You will be responsible for performing preventative and reactive maintenance, systems commissioning, troubleshooting and general maintenance for clients' solar and assets.

In our small but fast-paced environment, you will manage time and resources to ensure clients are serviced promptly and efficiently. Perform electrical troubleshooting, perform system inspections, support monitoring systems, adhere to safety procedures, contribute to process improvement, and innovation.

Must have strong communications skills, great customer service skills, be organized, be patient and have a strong understanding of safety.

Ideal candidate has electrical construction, electrical maintenance, equipment maintenance or related field experience with strong knowledge of electrical equipment, troubleshooting skills & NEC Code. Should have good computer skills including the ability to use/learn electronics user interface for troubleshooting equipment and updating firmware.

CORE DUTIES

1. Performs Solar Systems monitoring, troubleshooting, retrofitting, installation, and commissioning.
2. Collects data, photos, and assists in the creation of field reports for appropriate company personnel and customers.
3. Services Energy Storage Systems (ESS) for commissioning, troubleshooting, and maintenance
4. Acts as technical resource to sales and other staff.
5. Leads efforts for safe working practices.
6. Processing warranty claims and communicating with manufacturers technical support.

RESULTS EXPECTED

1. Quickly reduce and eventually eliminate our need to utilize subcontractors to perform service-related work.
2. Become a key technical resource for our Sales and Project Management teams.
3. If you have an electrical background but lack solar experience, you commit to becoming a solar expert utilizing the training we provide within 3 months and obtaining NABCEP certification within 18 months.

Please submit resume to:

Tick Tock Energy, Inc., Attention: Human Resources, PO Box 14, Effingham, IL 62401
Or email to: careers@ticktockenergy.com