

Job Description: Solar Specialist

Revision Date: 2021.08

Reporting Structure: Performance Assurance & Energy Leadership Manager

Department: Performance Assurance

Direct Reports: No

POSITION PURPOSE

The Performance Assurance Specialist - Solar is responsible for all customer service activities related to PSI Solar installations. The Performance Assurance Specialist – Solar is responsible for operator training regarding system monitoring and maintenance, technical support, and system performance. The Performance Assurance Specialist - Solar must have great communication skills in order to properly explain and relate complex technical issues to customers with significantly less technical training.

DUTIES, TASKS AND RESPONSIBILITIES

Essential Duties

- Review, inspect, and test the performance of solar installation.
- Work with installation contractors to help ensure quality and adherence to PSI standards.
- Commission and optimize all solar installations for peak performance.
- Perform on-line and on-site trouble shooting of system performance problems throughout the term of the performance agreement.
- Set-up remote access to the solar installations along with appropriate reporting and alarming functions.
- Work with others in the Performance Assurance group to ensure that all system functions and production monitoring are in place to properly monitor and evaluate the energy performance of the systems.
- Work with PSI's solar engineering team providing feedback to improve new system design and reliability.

Oversight & Safety

- Ensure safety codes are adhered to onsite.
- Investigate potentially serious situations and implement corrective measures.

BEHAVIORAL COMPETENCIES

Core Competencies

- **Integrity** – We act with integrity; truthful, fair and honest.
- **Continuous Learning** – Is a continuous learner focused on constant improvement; embraces new technologies.
- **Exceed Expectations** - Work hard to exceed customer expectations
- **Compassion** – We are stewards of PSI supporting its growth & ability to help those in need.
- **Accountability** – We take responsibility for our actions and decisions.

WORKING CONDITIONS

- While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles, moving mechanical parts and vibration.
- The employee is occasionally exposed to a variety of extreme conditions at construction job sites.
- The noise level in the work environment and job sites can be loud.
- This position may be performed in outside weather conditions.

MINIMUM QUALIFICATIONS

Education/Experience

- Experience as a solar system technician or system operator is required.
- Experience working in a service-oriented position is strongly preferred.
- Solar Technician Certification is strongly preferred.
- Electrical license is preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

This job description in no way states or implies that these are the only activities to be performed by the individual occupying this position. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary.