

Solis Job Advert

Job Title: Technical Support Engineer

Location: Italy

About Solis

Established in 2005 by parent company Ginlong Technologies, Solis is one of the world's largest and most experienced manufacturers of solar inverters supplying products globally for multinational utility companies, commercial & industrial rooftop projects, and residential solar systems. Trading under the brand name Solis, its cost effective and innovative string inverter technology is optimised for local markets, delivering significant long-term return on investment, and accelerating the transition to a more sustainable future by helping to reduce the global carbon footprint.

The Solis mission is simple: "Developing Technology to Power the World with Clean Energy".

The Role

Following consistent and continued sales growth in markets across Europe, Solis are now looking for a dynamic, commercially focussed Technical Support Engineer to provide support for our customers in Italy. The role will offer the successful applicant the chance to be part of the fun, diverse and welcoming Solis team in Europe.

This is a home-based role that will be an ideal next move for someone with experience in the solar industry and wanting to take on more responsibility providing both commercial and technical support to customers.

Key Responsibilities

- Provide technical advice and resolutions over the phone and CRM to customers, including field technicians, installers, home, and business owners
- Attend to incoming service queries online and on the phone relating to technical product or PV system issues
- Technical Support during installation, commissioning, and operation of solar PV projects
- Work with the SolisCloud monitoring platform to troubleshoot problems with customers and offer solutions
- Assist and support the sales team with customers
- Conduct maintenance analysis on a customer's solar system
- Maintain accurate upkeep and documentation of support activities within the service CRM database
- Escalate customer technical queries to wider team if required
- Ensure local product certification and regulations compliance, including interfacing with sales, support, and R&D teams in China
- Work with cross functional peers to ensure the best level of customer service is provided

About You

You will likely possess a technical or engineering related degree or masters, such as Power Engineering, Electrical Engineering, or Electronics, and have a minimum of 2 years' experience working in the solar industry. Experience and knowledge of renewables or specifically inverters would be highly advantageous, but not essential.

You are commercially minded with experience assisting in sales and business development opportunities. Customer focussed and an agile thinker with strong analytical and problem-solving skills.

Comfortable working independently, you will also work well in a team, being able to collaborate and support colleagues when needed. You will have excellent interpersonal and communication skills along with a "can-do" attitude and desire to develop and grow within a fast-moving global company.

Fluency in Italian is essential as well as good working knowledge of English; additional languages would be an advantage. There will be some requirement to support customers in other markets or travel within Europe to support Solis at trade shows or other events.

To apply send an email with your CV to: europesales@solisinverters.com