

GridPoint is seeking a professional individual to join our Commercial & Industrial division whose main focus is support of our leading-edge energy management technology. The preferred applicant must have 3 years experience in commissioning and support of technical systems and possess excellent communication, inter-personal and strong problem-solving capability skills.

Responsibilities

Supervisory

- Directs the installation activities of multidisciplinary (electrical, heating/cooling, data, and controls) crews
- Leads installation crews through detailed commissioning checklist to ensure delivery of system is complete

Operational

- Ensures installations are compliant with contractual terms and conditions
- Analyzes installation quality trends in order to provide for the highest customer support at the least cost
- Works with other groups as necessary for continuous improvement in processes
- Uses extensive system level knowledge of multiple product platforms to ensure proper installation of equipment within customer facilities
- Captures issue and response data in specialized software applications
- Serves as a resource in product design reviews for quality control and reliability input
- Must be able to collect and display data in a logical manner
- Teaches and mentors client facility support personnel in troubleshooting techniques
- Participate in cross functional projects as required
- Carry out any other appropriate duties and responsibilities assigned by the position supervisor

Qualifications

- High school diploma required; college degree preferred
- 3+ years of customer service experience required; telephone call center experience helpful
- Possess general working knowledge of facility electrical and HVAC systems
- Good oral and written communication skills