

## About Powerside

Powerside is a leading end-to-end provider of Power Quality solutions. Based in Montreal, Canada, and in Alameda, California, the Company aims to fundamentally change the power quality market which, although it is large (\$40B annually and growing), is complex and confusing for many customers.

Our product range extends from the PQube™, the most capable and cost-effective power analyzer on the market, to a full range of low and medium voltage power correction equipment. To date, we have deployed 50,000+ monitoring solutions and delivered 5,000+ correction projects in over 50 countries. We are proud to count many of the worlds leading companies, including dozens from the Fortune 500, as our customers.

Powerside's focus is on Power Intelligence, a significant step above the traditional world of Power Quality. Customers today must identify and correct problems before they impact equipment and operations. Central to this mission is networked data which pinpoints power issues in real-time and allows operators to avoid downtime and to reduce energy consumption and operating costs.

We provide a competitive compensation package with healthcare and retirement plans. Also, all our employees share in the success of our company through a stock option plan.

**Position: Manager - Technical Support**

**Location: Alameda, California**

## About your new Role:

We're looking for a highly organized, structured and hands-on Technical Support Manager to manage a team of Technical Support specialists as we expand our support team. Your knowledge of system monitoring applications, networked data acquisition systems, and cloud analytics will enable us to deliver powerful equipment and facility monitoring products and services to a wide range of industries. Working on pre- and post-sale support, your efforts will have a visible and direct impact on our sales success and customer satisfaction.

## Responsibilities

- Structure, manage, and lead a team of Technical Support specialists in resolving customer technical issues and case records in an accurate and timely manner
- Provide technical sales support for power quality monitoring and correction equipment to our global partners and customers
- Maintain and update customer case records in our CRM ticketing system
- Provide KPI's and reporting to Senior Management.
- Perform hardware and software testing to replicate field conditions
- Work closely with our engineers to investigate and resolve cases
- Analyze power quality and energy measurements to provide our partners and customers with solutions and recommendations
- Assist with the composition and implementation of technical documentation and training
- Perform other customer related duties as needed
- Travel may be required, typically < 20%

### Who we are looking for:

- College diploma or a bachelor's degree, or equivalent experience
- Minimum of three (3) years in technical customer service support, or applications support
- Strong hands-on systems analysis and troubleshooting skills
- Ability to communicate effectively with both technical and non-technical users
- Excellent written, oral and presentation skills

### Following are not required, but would be a plus

- Understanding of power quality and high-value system monitoring applications
- Basic electrical concepts or IoT cloud solutions
- Knowledge of product validation, testing, and software validation
- Basic knowledge of networking protocols (e.g. Modbus, TCP/IP, BACnet, SNMP, etc.)
- Coding and AI know-how

### We are especially looking for individuals who:

- Thrive in a constant evolving and growing environment
- Relish variety and learning
- Value teamwork and brainstorming
- Demonstrate accuracy and attention to detail
- Have the ability to communicate concisely and clearly
- Bring their sense of initiative, energy, and enthusiasm to work

Please apply to [careers@powerside.com](mailto:careers@powerside.com) with a resume and a cover letter.

