

About Powerside

Powerside is a leading end-to-end provider of Power Quality and equipment monitoring solutions. The Company aims to change the \$40 B power quality market, which is too complex and confusing for many customers to navigate.

Our product range includes PQube®, the most capable and cost-effective power analyzer on the market, and 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 world-leading companies, including dozens from the Fortune 500, as our customers.

Powerside's focus is on Power Security, a step above the traditional world of Power Quality. Harnessing IOT/cloud technology, and advanced analytics, Powerside's goal is to modernize the approach to system and facility monitoring in a broad range of high-value applications, ensuring that our Customers have reliable power, so they can focus on what they do best.

Powerside has facilities in Alameda, California, and Montreal, Quebec, Canada. We provide a competitive compensation package with healthcare and retirement plans.

All our employees share in the success of our company through a generous stock option plan.

Position: Technical Support Specialist – Embedded Devices

Role overview

The Technical and Applications Support team is looking for a Technical Support Specialist to provide hands-on technical customer service support and knowledge of hardware and software applications and monitoring applications in a product support environment, for networked data acquisition systems, embedded firmware, and cloud analytics.

Working on pre- and post-sale support, your efforts will have a visible and direct impact on our sales success and customer satisfaction and will enable us to deliver powerful equipment and facility monitoring products and services to a wide range of industries.

This role will also work closely with Engineers and Product Managers to improve the product and make our customers successful by analyzing system data, resolving technical issues, creating applications, assisting with documentation and training, and providing our partners and customers with best solutions and recommendations.

Responsibilities

- Provide technical sales support for power quality monitoring and networking equipment to our global partners and customers
- Provide real time technical assistance and communications support as part of a global 24x7 support organization



- Analyze power quality and energy measurements to provide our partners and customers with solutions and recommendations, including network simulation studies for power factor, harmonics, transients etc.
- Contribute to the development and formal testing phases of the firmware and software development lifecycle
- Provide support to Application Engineering for Low and Medium Voltage power quality correction and system monitoring equipment.
- Process incoming calls, emails, and ticket system requests from end-users and maintain customer case records in our Salesforce CRM ticketing system
- Troubleshoot issues upon first contact to obtain resolution or when necessary, perform the appropriate escalation to firmware and product development teams
- Update status of customer support issues based on priority, or according to SLA (Service Level Agreement)
- Work closely with our engineers to investigate and resolve hardware and software configuration issues, firmware issues, perform root cause analysis, and tests to replicate field conditions
- Assist with the composition of technical documentation: manuals, procedures, work instructions, and training
- Ensure documentation on the file share platforms are adequate and up to date
- Perform other customer related duties as needed
- Occasional travel to support onsite product installation, typically < 20%

Required Qualifications/Experience

- College diploma or a bachelor's degree, or equivalent experience
- Minimum of three (3) years in technical customer service support, embedded devices, or applications support
- Has high analytical and problem-solving skills
- Strong hands-on analysis and troubleshooting skills
- Excellent written, oral and presentation skills
- Thrive in a constant evolving and growing environment
- Demonstrate accuracy and attention to detail
- Bring their sense of initiative, energy, and enthusiasm to work

Competences and Technical Skills

- Basic electrical concepts or IoT cloud solutions
- Knowledge of product validation, testing, and software validation
- Understanding of power quality and high-value system monitoring applications
- Proficient in Microsoft Office, Word, Excel (pivot tables, macros, etc)



Language

- Fluency in English, spoken and written

Perks

- Company pension, Dental care, Extended Healthcare
- Large focus on Stock options-we believe everyone should be an owner
- Opportunity for growth

Please apply to careers@powerside.com with a resume and a cover letter.

