

Pick My Solar
525 S Hewitt St
Los Angeles, CA

Technical Support Engineer

Pick My Solar (and now Solar.com) is a marketplace that facilitates an unmatched end-to-end solar purchasing experience. We have transformed a homeowner's 10-hour investment in researching solar and procuring multiple solar bids, down to less than 60 minutes and with average savings of \$2,800.

Our software combined with our Energy Advisors makes the transition to solar hassle-free. We value choice and transparency, which builds confidence in our Customer's decision to go solar. Our Customers transact \$30,000 solar contracts 100% online with us.

To top it off, we guarantee performance on our systems and have a best price guarantee. There is no better way to go solar.

We have a growing customer-facing team and an expanding product, and the Technical Support Engineer's role is to bridge that gap. Before diving into what you'll do, more important, is who you are.

We are a Startup. We move fast and break things, which means corporate structure is not followed:

- Wearing multiple hats is a requirement
- Understanding urgency is a requirement
- Building processes rather than running processes is a requirement

We're looking for self-starters to write the manual rather than read one.

If this sort of environment excites you, here's what we can offer you:

- Opportunity to grow and refine your skills while having a significant impact
- Ownership of laying the groundwork for the future of your department
- Influence over our product roadmap and software priorities
- Experience working with international teams
- A collaborative and driven culture
- Competitive salary and benefits

Here's what you'll do:

- Assist Energy Advisors and our Ops Team in best leveraging our software. When they run into issues, you'll help solve them.

- Work towards eliminating bugs and UX flaws. You'll identify root cause and determine possible immediate solutions. Once addressed, you'll describe symptoms and quantify an issue's scope and severity.
- Participate in our QA process, by setting up test cases and running through production QA.
- Document new releases for team and provide training when necessary.
- Create best practices documentation for troubleshooting issues on-the-fly.
- Make database entries to add/edit settings or assumptions.
- Provide general IT support for office operations.
- Occasionally work odd hours to communicate with teams across time zones.
- Report directly to our Co-Founder and CTO.

What excites us:

- Experience reading or writing code
- General understanding of databases
- Previous work at a Startup or tech focused company
- An affinity for learning new software or technologies
- A thoughtful and friendly communication style
- The ability to work with a high degree of autonomy
- Positive attitude
- Meticulous attention to detail

We are an equal opportunity employer and value diversity at our company. We encourage all applicants, regardless of race, religion or belief (if any), colour, nationality, ethnic or national origin, gender, gender identity, pregnancy and maternity, sexual orientation, age, marital and civil partnership status, or disability status.

Please send resume to chris@pickmysolar.com