



PowerDash Careers: Sales/Support Engineer

PowerDash LLC is a small, Cambridge-based company that has been growing since our founding in 2008. We are helping build the web services infrastructure for the new world of smart energy, working with top-tier partners and serving leading energy services integrators across North America. If you would like to join our team and be a part of this important, rewarding work, please review this opening and get in touch if it sounds like it describes you!

Position Description

This is a twofold position with the singular goal of serving customers in the most effective way, from pre-sales through energy system activation and beyond. A significant portion of PowerDash business comes from energy services integrators, such as solar installers, and this position will be a crucial support for these important customer relationships. The position involves:

- presenting PowerDash solutions in online webinars, in-person meetings, and written proposals
- consulting with customers to understand their energy monitoring needs, with respect to such items as revenue-grade metering, inverter-direct monitoring, and cellular communications
- guiding customers through the sales/quoting stage, ensuring that project technical needs are sufficiently addressed and properly reflected in any equipment orders
- configuring PowerDash-supplied gateways according to customer site specifications using primarily web-based tools and some direct-connected PC utilities
- coordinating with other PowerDash team members and partners in the fulfillment of monitoring equipment orders
- guiding installers in any details relating to on-site activation of systems at installation time
- ensuring that new energy monitoring systems are fully activated and operational for customers and all stakeholders in their PowerDash online accounts
- joining with all PowerDash staff in providing post-activation customer support as needs arise

Qualifications

- Desire to serve customers with sincerity and trustworthiness
- Direct experience with solar energy systems and/or related smart grid technologies
- Familiarity with smart grid policy environment, including RECs, SRECs, and related incentives
- Excellent writing and communication skills
- Familiarity with basic principles of power engineering
- Facility using web-based software tools for functions such as sales, configuration, and support
- Conscientious attention to detail
- Strong, intuitive sense of integrity and ethics in everything you do

How to Apply

We'd love to hear about both your qualifications for this position and also why you're drawn to it. You can write to Stephen at careers@powerdash.com. We apologize in advance if we aren't able to respond to every inquiry. Thank you for your interest.

Position posted 6/20/2011