

Customer Support Technician English and Dutch in Lyon

The Customer Support Technician interacts on a daily basis with solar PV installers as well as system owners, helping to bring a general understanding of Enphase products to the marketplace. This job is a bit of a tech-support hybrid, requiring outstanding interpersonal skills, experience with computer networking, and an ability to learn the regulatory requirements for Enphase site installations.

Description of Duties:

- Respond to inbound phone calls to the Customer Support phone queue.
- Respond to inbound emails to the Customer Support group address.
- Provide pre-sales information about Enphase products.
- Document and track all activities in a central CRM/HelpDesk software platform.
- Troubleshoot technical issues related to Enphase installations.
- Assist with the activation of new Enphase sites as needed.
- Attend site visits to assist in resolving customer issues or to help with customer training as needed
- Coordinate with Enphase Engineering with tracking of field-issues, and subsequent product-modifications, logging product bugs in a central database.
- Assist other team-members with troubleshooting and/or administrative tasks as needed.

Job Requirements:

- 1) 2/5+ Years of experience working in a technical support / customer support role or equivalent education/experience combination.
- 2) Fluent in English and Dutch, appreciated if speaking French but not mandatory.
- 3) Computer literate (PC skills essential, TCP/IP)
- 4) General understanding electrical concepts, AC & DC circuits, electrical or electronics background would be highly desirable.
- 5) Prior experience with solar PV products and experience of relevant
- 6) Have the ability to multi-task in a very fast-paced environment.
- 7) Have excellent interpersonal skills with both external customers and internal employees.

Experience with consumer-grade networking TCP/IP data networking would be a significant advantage.

This is a salaried full time position 35 hours week. Office open hours are: 8:30am – 18:30pm. Start and finish times are adjusted to cover non-stop customer support during these hours.

Job Types: Full-time, Permanent

Salary: 28,000.00€ to 32,000.00€ /year; depending on experience. We explore all CVs.

Please, email CV on : vloumagne@enphaseenergy.com