



Field Service Engineer

Company: **Energy Storage Systems**

Location: **Portland, OR**

Company Profile

ESS Tech (ESS) is a fast-growing, clean technology company, located in Portland, OR. ESS has developed an advanced flow battery technology for commercial, industrial, and utility applications. With a team that boasts decades of experience in distributed power generation and energy storage technologies, ESS has developed an extremely cost-effective energy management system that combines a safe, abundant and non-toxic iron electrolyte with our patented flow cell design. This combination of high performance with low cost means that ESS's technology is ideally suited for applications that range in size from retail energy management to utility-scale renewables integration.

Position Profile

The Field Service Engineer (FSE) performs customer installs, repairs and preventative maintenance of ESS turnkey system – Energy Warehouse. The FSE positively interacts with customers to solve technical problems and identify areas to improve their work. The FSE also looks for opportunities increase revenues by providing more services to the customer. This job is based in greater Portland area but will involve travel to customer sites.

Responsibilities

- Provides onsite installation of ESS Energy Warehouse™, upgrades, updates, repairs, and planned maintenance service.
- Displays professionalism, understanding, tact, fairness, and technical knowledge in all customer interactions.
- Achieves specified revenue targets while satisfying customer from instrument repair, installs and PM's.
- Achieves customer satisfaction (CAS) targets as specified annually.
- Interacts with customers to offer and close the sale of service contracts and other service products.
- Collaborates with internal partners to resolve customer issues and improve processes.
- Follows all reporting responsibilities of Remote Service Dispatch (RSD), Escalation, Field Problem Report (FPR) and Field Service Report (FSR) submissions.
- Is familiar with and follow policies that pertain to the handling of spare parts: ordering, usage, returns, physical count, car stock management, etc.
- Executes Qualification & Validation Products at customer sites.
- Maintains their technical competency level servicing by attending trainings, staff meetings and remaining up to speed on new products, markets, customers and competitors.
- Manages travel expenses and follows ESS travel policies and guidelines.
- May be required to perform other related duties as required and/or assigned.

Requirements

- BS in Mechanical, Electrical, Chemical or other Engineering disciplines is required
- Working experience with large industrial system, battery or fuel cell systems is desired.
- Experience in customer-facing role is a plus.
- Uses effective questioning to identify customer needs
- Exercises judgment setting work priorities and identifies next steps
- Requires minimal oversight
- Participates as a positive influence to the team
- U.S. Citizenship or permanent residency required.