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| **Job Title:** | **Product Support Engineer** | **Job Category:** | Exempt |
| **Department/Group:** | Engineering |
| **Location:** | Aliso Viejo | **Travel Required:** | <10% |
| **Reports To:** | ***Data Integration, Manager*** | **Position Type:** | Full Time  |
| **Level/Salary Range:** | Competitive | **Date Posted:** | 6/17/2021 |
| **HR Contact:** | Dixie Milberg | **Start Date** | ASAP |
| **External posting URL:** | http://www.phoenixet.com/company/careers-phoenix-energy-technologies |
| **Applications Accepted By:** |
| E-mail: careers@phoenixet.comSubject Line: **Product Support Engineer** |
| **Job Description** |
| **POSITION SUMMARY:** The **Product Support Engineer** is an import role on our Engineering Team - As we expand our Engineering Team, we seek the right individual to help develop, optimize and grow our PhoenixET EDX platform and ensure success of new and existing customers. As a Product Support Engineerin Customer Success, you will be part of a small focused team reporting to the Data Integration, Manager. Our Product Support Engineer works cross-functionally within engineering and selected technology partners to carry out action plans to close defects and/or information gaps. This Engineer works with quality, services, customer support and sustaining personnel in determining cause of failures, and monitors data quality and failure trends.**SKILLS SUMMARY:** QA manual testing, , start-up experience, quality minded, defect management lifecycle, bug creation and reproduction, virtualization technologies, JIRA, web application testing, Basic SQL knowledge, detail orientated are all required skills. Furthermore, the person in this role must be able to identify and support all opportunities to improve organizational execution, processes, and effectiveness**ABOUT PHOENIX ENERGY TECHNOLOGIES, INC.:**Founded in 2004, Phoenix Energy Technologies is a leading provider of Enterprise Energy Management Software and Enterprise Energy Management Services. PhoenixET works with commercial, retail and higher education customers to diagnose opportunities and implement strategies which reduce energy consumption and costs. Through real-time measurement and verification of energy use, related costs and contextual data (such as weather, occupancy, and schedules) PhoenixET helps its customers get a "full view" of energy consumption and costs in order to drive efficiencies, reduce energy spend, and deliver maximum ROI.In addition to its software services, PhoenixET also provides professional monitoring and analysis services to its customers. As a company which began as a consulting and services firm, PhoenixET has taken an innovative approach to alarm and data management with a focus on built-in intelligence. By leveraging the PhoenixET technology platform, together with a robust and innovative services arm, PhoenixET customers redefine the 360-degree approach to energy management.Culture is king at Phoenix Energy Technologies and we take great pride in our Phoenix Phamily atmosphere and great Team spirit!  We offer a great product/service, have exceptional leadership and a close-knit group of knowledgeable and hard-working Team-oriented employees.  PhoenixET is truly a great place to work and grow.**RESPONSIBILITIES:*** Data discovery and classification – use proprietary Phoenix tools from project launch through completion to perform building control point discovery and data classification.
* Monitor Building View to ensure that data points imported into EDX after discovery and classification are accurate, no points have been missed, and data stays consistent over time. This includes interfacing with our EMS Team Leads to make sure store open/close, equipment changes and other changes are reflected in EDX.
* Utilizes root cause analysis to drive technical issue resolution.
* Document resolution strategies and results accurately within issue tracking tools.
* Escalate engineering issues to appropriate team members in a timely manner.
* Work with Engineering QA to address and resolve data availability and data integrity issues that are escalated through the Support Manager module.
* Respond to other inquiries, concerns and requests for technical help as requested by internal and external customers.
* Support Account Managers and Team Leads in executing projects such as control system re-commissioning, any sort of special programming required, and assisting with technical requests from the EMS Team Leads as needed. Ensure that any changes made in the building control system are accurately reflected in EDX.
* Using extensive knowledge of buildings and mechanical systems, partner with Analysts, Team Leads and Account Managers to help develop and refine a suite of diagnostics and smart alarms specific to a new customer’s systems and operations.
* Work with engineering team members to optimize discovery and classification code.

**QUALIFICATIONS/SKILLS:*** Extensive experience and demonstrated proficiency in energy management monitoring and programming for various software and control systems including Novar, Andover, Trane, Tridium, etc.
* Technical/mechanical understanding with an emphasis on HVAC sequence of operations and electrical principles
* Experience working with large sums of data.
* Strong computer skills and Microsoft Office proficiency with an emphasis on Microsoft Excel.
* Basic understanding of SQL and ability to run predefined queries.
* Prior experience managing EMS systems at the enterprise, multi-site level.
* Customer service experience.
* Ability to access and distinguish between different client network environments.
* Must be a self-starter and be able work independently as well as part of a team.
* Must be able to cope within a fast-paced work environment and be able to manage multiple projects.
* Strong reading, writing, and math skills with exceptional attention to detail.
* Excellent listening and communication skills required.
* Great organizational and time management skills; tasks are time box and deadline oriented.
* Exceptional problem solving, analytical and critical thinking skills, creativity appreciated.
* Thrive in a fast paced dynamic work environment with high degree of tolerance for change. We are a growing commercial software company, we enjoy it and have fun but sometimes project priorities can change quickly.
* Knowledge using the Atlassian toolset (Jira, Confluence, etc.)
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