

Title	Field Service Specialist, North America
Our Company	We are the world's leading vanadium flow battery company. Our energy storage systems are facilitating real change for a renewable and sustainable future.
Role	Responsible for the operation and service of Invinity projects in the field, optimising operational performance of our energy storage systems and customer satisfaction.
Responsibilities	<ul style="list-style-type: none"> • Front line response for customer service requests in North America • Review, diagnose, and resolve customer service requests, (escalating and/or planning service trips as needed) • Maintain, repair, and replace components of Invinity's vanadium flow battery ("VFB") products in the field • Adhere to site safety procedures and environmental regulations compliance • Keep up-to-date with evolutions in products and services
Skills and Experience	<ul style="list-style-type: none"> • Methodical with very strong analytical and troubleshooting skills of electrical systems • Ability to engineer solutions on the job, both electrical and mechanical; strong competence using hand tools • AC low voltage and DC wiring and labelling experience • Experience of renewable energy generation, inverter/rectifier systems; experience of energy storage is desirable • Able to produce, when required, supporting documentation, procedures, method statements and risk assessments • Able to read, understand and amend (redlining) electrical and P&ID schematics • Sharp, quick, detail-oriented, dedicated and innovative problem solver • Proficiency in MS Office Suite (e.g. Excel, Word, Outlook) and general computer literacy • Good communication skills; polite and tactful personality
Qualifications	Formal training in electrical or electromechanical systems; engineering or technologists' degree preferred but not required.
Location	Bay Area, California This role will require significant travel
Reports to	Field Operations Manager
Status	Full-time, permanent, salaried Some flexibility for working hours; occasional emergency customer support out of hours