

Service Engineer

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Company: Solplanet

Location: , , Pakistan

Category: architecture-and-engineering

At SOLPLANET, we are driven by a simple idea: solar for everybody We strive to create the best possible experience for distributors, installers and end users That's why our solar inverters, energy storage systems and EV chargers are easy-to-install, reliable and user friendly Who We Are: Private equity-backed AISWEI is a leading provider of renewable energy solutions - providing the world with solar inverters, batteries, EV chargers, heat pumps, and energy management solutions AISWEI has more than 15 years of expertise in R&D and manufacturing, with a strong technology heritage from both Germany and China With 9 GW of annual production volumes (2022), AISWEI is one of the largest manufacturers of solar string inverters world-wide AISWEI is operating under its own brand in China and its SOLPLANET brand internationally, and is trusted by leading global brands as an ODM service provider Our team passionately believe that that we are all fellow citizens of one planet, and we are truly honored about deploying our solutions to local societies worldwide – every day How you'll help us: As a Service Engineer: Provide technical troubleshooting support to installers and other customers via phone or digital channels Provide commissioning support Hybrid Model 50% Office Base) Actively collaborate with international and local colleagues/departments to effectively resolve customer issues Plan and coordinate the logistics to dispatch inverters for replacement and assist in the collection of inverters Support the qualification, onboarding and management of new service partners Accurately document all relevant case information using CRM software Deliver training sessions to customers or internal colleagues Continuously identify opportunities to improve products and processes in order to improve customer satisfaction and company cost-

effectiveness Regularly collect feedback such as customer satisfaction to assist in continuous improvement of the after sales process Your background and skills: Bachelor or above technical degrees, preferably in electrical engineering, renewable energy, photovoltaic engineering, or similar disciplines. Fluent in English. In-depth knowledge of the technical requirements for PV, energy storage systems, EV chargers in the distribution and/or utility scale segments, including product specifications, grid code requirements, competitive landscape, tender requirements etc. Ability to work independently and focused in a dynamic, fast-paced environment Quick learner with a desire to increase knowledge in the clean-tech industry Prior work experience in a PV related industry is not a necessity but will be an advantage Your attributes: Self-motivated and performance driven Excellent interpersonal and communication skills Can-do attitude and hands-on mindset Proactive, dynamic, solution and customer oriented What we offer: Giving you the unique opportunity to be part of a spirited and diverse team of passionate experts that work together within an exceptionally open-minded environment Assisting you in to develop, personally and professionally, to grow internally within an international environment which leverages your abilities, skills and expertise Providing you the unique opportunity to be part of an ambitious, energetic and rapidly growing Solplanet team with flat hierarchies, fast decision making and strong opportunities to successfully cultivate your long-term path within the renewable energy industry If this role appeals to you, please send your application to We look forward to hearing from you! By submitting your application, you declare your agreement to saving your application data at Aiswei B.V, and that such data may be used for internal purposes in the context of the upcoming application process. If there is no employment, the data will be deleted after six months. The application data are treated confidentially in accordance with the provisions of the Federal Data Protection Act and are not passed on to third parties. You can revoke your consent at any time, either by email or in writing by mail.

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