



2G-CENERGY Power Systems Technologies Inc.

Job Description

Job Title: Technical Support Specialist (TSS)

Reports to: Director Sales & Product Support

Summary / Purpose of Job:

The Technical Support Specialist deals mainly with customer support and problem solving. The TSS serves as the middleman, acting as troubleshooting administrator to answer the phone or e-mails, and to channel customer / operator inquiries to the proper specialists. The TSS takes part in coordinating all technical and operational elements with customers, troubleshooting experts, engineers, the factory, sales & project team members, service support partners, internal and external constituents or any variety of stakeholders. The TSS will also aid with power plant start-up and commissioning co-ordination, as well as supporting service & maintenance in general. He assists the multi-level product support network, and leading the company's technical service efforts. The TSS will handle customer questions and operational technical issues as well as service coordination and support of the parts warehouse.

Main Duties and Responsibilities:

- 1)** Be involved during the project implementation process, performing as technical support function, and facilitate all important technical details with colleagues and customers whenever support is needed.
- 2)** Obtain general understanding of CHP system functionality and application operations related to company offered equipment.
- 3)** Read technical documentation or manuals and regularly attend training to continuously learn about new product updates and developments.
- 4)** Review completed projects (installed / commissioned equipment) to ensure that customers are obtaining the highest efficiency, utilizing the systems the most appropriate way, and that the installed products are utilized correctly.
- 5.)** Monitor service & maintenance schedules, and notify customers, operators, service partners, and service management in reference to upcoming work to be scheduled.



2G-CENERGY Power Systems Technologies Inc.

Job Description

- 6) Assist customers / operators and service partners to resolve system-related problems, such as inoperative equipment hardware or electrical controls.
- 7) Provide customer support and technical issue resolution via e-mail, phone and other electronic medium.
- 8) Find and communicate accurate solution to customer-report problems.
- 9) Monitor the configuration of customer's equipment and observe, report, and initiate action wherever intervention is required.
- 10) Identify and correct or advise, on operational issues in client CHP systems.
- 11) Coordinate work projects, service jobs, and detailed technical trouble shooting with the appropriate experts throughout the organization.
- 12) Designate specialist staff assignments, establish work priorities, and evaluate cost and time requirements.
- 13) Confer with colleagues, customers and management to establish requirements for system modifications, and make recommendations for improvements.
- 14) Travel to customer job sites and take part in the professional unloading, equipment positioning, and assist with simple basic onsite assembly of equipment.
- 15) Inspect equipment and confirm correct delivery with order sheet.
- 16) Assist setting up equipment for customer use, and aid with proper installation of cables, piping, etc.
- 17) Observe system functioning to verify correct operations and detect errors.
- 18) Develop training materials and procedures, or train customers as well as team members in proper use of technical equipment.
- 19) Responsible for surveillance and monitoring of systems via remote control access.



2G-CENERGY Power Systems Technologies Inc.

Job Description

- 20)** Monitor all issues reported by the customer, watch for trends, analyze and evaluate issues to determine depth, possible reason, and severity, investigate potential solutions.
- 21)** Prepare documentation for customers, includes quick reference guides, user/help documentation, etc.
- 22)** Assist authorized service & maintenance partners with all technical questions, trouble shooting, diagnostics, and resolve technical problems.
- 23)** Assist with parts supply and support local parts inventory warehouse.
- 24)** Adapt to the diverse needs of a small team and address internal and external requirements with flexibility and creativity.
- 25)** Perform other such tasks as needed and as requested by the President/CEO.

This description contains information necessary to describe and evaluate the job. It should not be construed as a detailed description of all work performed, but indicates the kinds of duties and skills expected.

Non-Essential Duties and Responsibilities:

- 1. Assists the Company in any necessary duties to achieve Company goals.
- 2. Performs other related duties as assigned.

Authority/Judgment/Disclosure/Financial Responsibility:

Authority Selections:

Tasks are performed with limited supervision. Work is executed to a large extent on own responsibility after assignment.

Judgment Decisions:

Mistakes and errors in judgment are moderate in nature and expensive to correct.



2G-CENERGY Power Systems Technologies Inc.

Job Description

Disclosure of Information Selections:

This position involves regular work with confidential information of major importance, which if disclosed may be detrimental to the company's interests.

Financial Responsibility Selections:

TSS purchases supplies necessary for overall performance, usually as directed.

Skills Required:

- Excellent written and verbal communication skills
 - Able to promptly answer support related e-mail, phone calls and other communications
 - Outstanding interpersonal skills
 - Exceptional technical understanding and abilities
 - Proficient in problem solving
 - Microsoft Office know-how
 - Must present a positive, professional, and team player attitude
 - Must be flexible and able to adapt to change quickly
 - Mechanical aptitude is a strong plus
 - Some knowledge of power generation systems is a strong plus
 - German language skills would be a great advantage, but are not absolutely required
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Education & Experience:

- Preferable a person with some practical training / education (e.g. apprentice program, etc.)
 - 2 year certificate from college or technical school; or 2 years related experience and/or training; or equivalent combination of education and experience.
 - The candidate would normally have attained the required skills and knowledge through completion of adequate coursework / training, combined with related practical experience.
 - Prior roles with direct customer interaction.
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2G-CENERGY Power Systems Technologies Inc.

Job Description

Physical Requirements of the Position:

Medium work: Exerting up to 30 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 5 pounds of force constantly to move objects.

In an 8-hour day the employee must communicate with various customers, partners, colleagues, factory personnel, and must be able to constantly adapt his/her communication style to suit the different cultures.

Domestic U.S. travel, mainly by air, (approx. 50 days per year).

Occasional overseas travel to Germany with long-distance flights (up to 10 hours non-stop).

Visual Requirements of the Position:

Visual requirement equal to that for clerical administrative whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, etc.

Conclusion:

1. A review of this description has separated the marginal functions of the position that are incidental to the performance of fundamental job duties. All main duties and requirements are essential job functions.
2. All job requirements are subject to possible modification by the Company as deemed necessary.
3. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

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