

## JOB DESCRIPTION

### **Job Title: Technical Sales Support Specialist**

#### **Job Summary:**

The Technical Sales Support Specialist is a key member of our Victoria-based team, providing both pre-sales and post-sales technical support for innovative solar lighting solutions across North America. Working closely with the Sales team, customers, installer partners, Engineering, and colleagues at our head office in France, you will help ensure successful projects from initial technical consultation through installation, troubleshooting, and ongoing customer support.

This is a hands-on, customer-focused role that combines technical problem solving with relationship building. As part of a small, collaborative team, you will have the opportunity to contribute wherever needed, supporting a variety of technical, customer, and project-related activities. Success in this role comes from helping customers select the right solution, supporting the Sales team throughout the sales process, communicating technical information clearly, and building trusted relationships that continue beyond project delivery.

**Job type and schedule:** Full-time - Monday to Friday from 9 AM to 5 PM.

**Location:** A hybrid role in Victoria, BC office (Vic West), with two remote days per week after the initial onboarding period.

**Compensation:** \$60,000 to \$70,000, plus the opportunity to earn an annual performance bonus. (For candidates who bring exceptional experience and qualifications, we are open to discussing a compensation package that reflects the value they would bring to the team.)

#### **Benefits and Perks (waiting period may apply)**

- Health insurance, Dental, and Vision, Group Life Insurance, Health & Wellness subsidy.
- Referral bonus program and training subsidy
- Bike storage and free parking
- Complimentary refreshments
- Amazing co-workers!

#### **Core Responsibilities**

##### Sales Support:

- Partner with the Sales team to provide technical expertise throughout the sales process.
- Provide technical consultation to customers and the Sales team regarding product selection, system configuration, application suitability, project feasibility, and recommended solutions.
- Support requests for quotations (RFQs) by providing technical guidance and reviewing project requirements.
- Support Business Development Managers by participating in customer discussions, answering technical questions, and helping develop confidence in Sol's solutions during the sales process.
- Help ensure a seamless transition from project design and quotation through installation and ongoing customer support.

### Pre-Sales Technical Support and Customer Success:

- Provide technical guidance to customers and installer partners before, during, and after installation helping ensure successful project implementation.
- Respond to technical product inquiries, investigate issues, identify root causes, and coordinate timely resolutions with internal teams.
- Support new installations through remote and on-site troubleshooting, ensuring products are installed and operating as intended.
- Manage warranty claims and technical support cases through to resolution, keeping customers informed throughout the process.
- Analyze product performance and collaborate with Engineering to identify solutions and opportunities for continuous product improvement.
- Serve as the primary technical liaison between customers, installer partners, contractors, Engineering, and the Sales team.
- Develop and maintain technical documentation, installation resources, and customer support materials.

### Field Support:

- Travel throughout North America to support customer meetings, installation assistance, commissioning, troubleshooting, and other technical support activities.
- Build strong working relationships with customers and installer partners while representing the company in a professional and customer-focused manner.
- Capture customer feedback and share insights with Engineering and Product Development to support continuous product improvements.
- Occasionally travel to the company's head office in France for product training, collaboration, and professional development opportunities.

## **Qualifications**

### Education and Experience:

- Diploma or degree in Electrical Engineering, Mechanical Engineering, Renewable Energy, or a related technical discipline, or an equivalent combination of education and hands-on experience.
- Two to five years of experience in technical support, field service, applications support, or a similar customer-facing technical role.
- Experience supporting business customers, preferably within electrical, lighting, renewable energy, outdoor infrastructure, or related industries.
- Previous field service or on-site technical support experience is considered an asset.

### Technical Expertise:

- Strong understanding of low-voltage electrical systems, solar-powered equipment, or similar technologies.
- Demonstrated ability to diagnose and troubleshoot technical issues in both remote and field environments.
- Ability to interpret technical drawings, specifications, installation guides, and product documentation.
- Comfortable working with technical systems and learning new products quickly.
- Experience with solar lighting systems or renewable energy products is considered an asset.

#### Customer and Sales Support:

- Passion for delivering outstanding customer service and building long-term customer relationships.
- Ability to explain technical concepts clearly and confidently to customers with varying levels of technical knowledge.
- Experience supporting technical sales activities, including product selection, technical recommendations, and project feasibility.
- Patient, approachable, and solutions-oriented when working with customers, contractors, and installer partners.
- Experience creating technical documentation, installation guides, or customer training resources is considered an asset.
- Familiarity with CRM systems and technical support or ticketing platforms is considered an asset.

#### Additional Skills and Abilities:

- Excellent analytical and problem-solving abilities.
- Strong written and verbal communication skills.
- Highly organized, with the ability to manage multiple priorities and projects simultaneously.
- Collaborative team player who enjoys working across Sales, Engineering, Operations, and Customer Support.
- Adaptable and comfortable working in a growing organization where team members contribute across multiple functions.

#### **Additional Requirements:**

- Valid driver's licence.
- Valid passport with the ability to travel throughout Canada and the United States approximately four to six times per year.
- Ability to occasionally travel internationally for training and collaboration.
- Ability to work in a hybrid environment based in Victoria, British Columbia.

#### **About Sol:**

Sol is the leading solar lighting brand in North America, with 40,000+ solar street lights installed in the United States and more than 160,000 globally. We engineer and manufacture a complete range of all-in-one and modular commercial outdoor lighting solutions for cities, military, and commercial properties. Thanks to our comprehensive product portfolio, we offer a cost-efficient and environmentally sustainable solution for every outdoor lighting application.

Constant innovation and product reliability are part of Sol's DNA. We believe there is no substitute for reliable lighting that is engineered smart, built tough, and accurately sized. With 23 patents and 12 international awards, we have a history of leading on quality and strong product warranty protection. Customers praise our solutions as they help them save money, achieve sustainability goals and build resilience.

#### **Limitations and Disclaimer:**

*This job description is intended to describe the general nature and level of work performed by the individual in this position. It is not intended to be an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, physical requirements, or working conditions associated with the role. Responsibilities and duties may be modified from time to time to meet the evolving needs of the business.*