

United Arab Emirates Jobs Expertini®

Service Engineer/ Manager – UAE/Middle East | GoodWe Dubai

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Company: GoodWe

Location: dubai

Category: other-general

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Established in 2010, GoodWe is a world-leading smart energy solution provider, with the research and manufacturing of PV inverters and energy storage solutions at its core. The company now boasts an extensive product portfolio by offering comprehensive inverter solutions, ranging from 0.7kW to 250kW for residential, commercial & industrial, and utility-scale applications, along with lithium batteries, PV building materials and smart energy management system.

This position rewards with a deep technical involvement and a high exposure to several internal and external stakeholders (customers, service partners, R&D, product managers, sales, etc...) You will play a key role in positioning GoodWe as a Tier 1 service provider in Middle East.

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Your main Tasks

Supporting and managing GoodWe's after-sales activities in Middle East.

Training and supervising the resources of Level 1 support team.

Constantly monitoring and analyzing service KPIs including customer satisfaction.

Providing direct technical support to key distributors and EPCs, including remote and on-site training, commissioning, and troubleshooting support.

Holding customer installation and service trainings, face-to-face and online.

Proactively improving service processes and tools of GoodWe to increase customer satisfaction and service efficiency.

Your Profile

A technical background such a bachelor's or professional electrician degree in electrical engineering, communication technology or similar.

Minimum of 3 years work experience in technical support in a technical environment

Fluent in English.

Exposure to solar, PV, inverter, energy storage, or utility industry is a plus

Proven skills in managing after-sales service are a plus

Ability to work independently and focused in a dynamic, fast-paced environment.

Strong communication skills and intercultural capability.

Passion for solving technical challenges.

Analytical mindset.

Ability to travel.

Don't miss out on this exciting opportunity – apply now at dubaiofferz.com/#J-18808-Ljbfrr

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