



Come work as a Field Service Technician I at a growing company that offers great benefits with opportunities to advance and learn alongside accomplished business leaders ... Become a part of our team!

Get to Know Us

Flux Power is a fast-paced, high-growth (40% YoY), publicly traded company (NASDAQ: FLUX) that is leading the adoption of lithium-ion technology solutions. We design, manufacture, and sell advanced lithium-ion battery packs that are disrupting the 100+ year old market for lead acid batteries. Our battery packs are used to power industrial and commercial equipment like forklifts and airport ground support equipment, as well as new applications like solar-powered EV charging stations.

About the Role

The Field Service Technician I is a home-based position providing first level technical support via site visits, phone and email correspondence. The Field Service Technician works hands-on with the technology providing technical assistance to customers experiencing issues with Flux Power battery packs. Field Service Technicians deliver world class pre-sales and post-sales support to both existing customers and prospective customers demoing Flux Power battery products. The Field Service Technician helps drive the customer support and user experience to win in the marketplace and achieve financial performance goals.

What you Will be Doing

- Maintain a high level of knowledge on all Flux Power battery products.
- Provide phone, email, and field support to onsite technicians who are experiencing an issue with Flux Power products.
- Respond quickly and effectively to requests for assistance from Flux Power internal teams and customer frontline teams that support fleet service operations.
- Provide on call support during afterhours shift rotation.
- Take ownership of escalated issues and manage product/service outages.
- Provide technical support to the sales team for customer demos and technical inquiries. Assist in the initial installation and evaluation of products.
- Respond to end-users with product questions or concerns.
- Work with Product Support Engineers to gain competency on new product lines and understand changes to current products.
- Contribute to literature and instruction enhancements based on direct interaction with customers. Work with Product Support Engineers on all literature and work instructions required to support the end-user.
- Perform root cause analysis and provide technical feedback to Product Support Engineers on serviceability design changes and/or solutions to issues.
- Collaborate with Product Support Engineers to develop solutions, establish standards, and drive best practices to deliver improvements in service delivery and product quality.
- Collect potential customer usage data to aid decisions on which Flux Power product provides the best solution for a customer.
- Performs other related duties as assigned



What you Will Need

- Minimum of a High School Diploma, Associates of Arts in a technical trade (Engineering or Information Technology) is preferred.
- Candidates with technical training, military experience or trade school certifications in electronics, avionics or mechanical fields (automotive, aerospace, marine, etc.) are encouraged to apply.
- Previous experience with Lithium-Ion technologies is a plus!
- Strong analytical, numerical, and reasoning abilities are needed.
- A technical background and demonstrated skills in learning/absorbing technical products is needed.
- You have demonstrated success in managing client relationships with extraordinary problem solving coupled with soft skills. You possess excellent follow-up and follow-through skills with the ability to multitask daily.
- You will need excellent written and verbal communication and collaboration skills.
- You are results-oriented and thrive in a fast-paced environment.
- You can travel domestically or internationally (approximately 50% travel).
- Knowledge and experience with Microsoft Office programs are a plus.
- Experience with 8D, 6 Sigma or other technical problem resolution techniques is also a plus.
- The ability to lift 30lbs is required.
- A current driver's license is required.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

What Can We Offer You for All Your Hard Work?

Benefits

- Medical, dental and vision insurance options
- 401K Plan with company match
- Life Insurance
- Paid Time Off
- Paid Holidays

COVID-19 Precaution(s)

- Personal protective equipment provided or required
- Sanitizing, disinfecting, and cleaning procedures in place

We are committed to a safe, drug-free workplace by performing pre-employment background checks and substance testing.

Notes

- No recruiters, contractors, or consultants, please.
- No relocation assistance or visa sponsorships available for this position.



Please review our career page at <https://www.fluxpower.com/careers>

****Flux Power is proud to be an equal opportunity employer committed to providing employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age or disability, or any other class protected by Federal, State or local laws. Flux Power complies with all employment eligibility verification requirements of the Immigration and Nationality Act and all must have the authorization to work in the US.*