Tech Support Engineer

Job Title: Tech Support Engineer
Location: Central Valley (Company HQ is in San Mateo with the Sales Office in Fresno)

Background:

Are you ready to take the next step in your career? Currently, we are seeking a Tech Support Engineer to join our growing team. It is an opportunity to have an impact as part of an award-winning company that is employee owned. PowWow has raised $5M from government agencies and $3M from leading farms and tech angels. We understand that having a positive impact on agriculture takes time and we are not VC funded. We have the patience to apply artificial intelligence to solve practical problems in farming by providing a decision support tool to increase crop yield while reducing energy, water and fertilizer inputs. We are different because we do not require any new hardware and we provide value on day one. Our Software-as-a-Service (SaaS) product suite covers the full food-energy-water nexus. We have long standing relationships with the University of California, both on the environmental and agricultural side.

This is an opportunity to join a company of less than 10 people with a strong equity package and learn about Artificial Intelligence that has an impact on multiple industries and further your career.

What you'll be doing:

- Work with the Director of Programs to implement customer onboarding and product delivery
- Strive to continuously improve customer success, and meet with customers and account managers
- Synthesize interactions with customers and account managers using our CRM portal
- Monitoring PowWow's patented alert platform and review questions from growers
- Testing new software features before release in the winter
- Regular data entry and management of digital farm mapping to assist large customers
- Driving to farms in the Central Valley to help with onboarding and answer questions
- Help identify new software features by providing feedback on what growers want
- Flexible work schedule (40 hours over 6 days) with requirement to work Saturday morning

Requirements:

- Experience with technology and the California agriculture industry either through past work experience or education. Experience with GIS data entry preferred.
- Two year degree (Tech Support Associate) or four year degree (Tech Support Engineer)
- Customer facing experience and demonstrated patience to listen to customer problems
- Demonstrated success working remotely or alone on projects
- Exceptionally strong verbal and written communication skills. Spanish fluency is a plus.
- Proficient with the use of computers (Windows OS) and experience using Microsoft Office products (Word, Excel, PowerPoint)
- Must be team focused and a self starter to work with sales and marketing team to meet goals

What's in it for you?

- Work with experienced entrepreneurs in a well-funded start-up that is growing fast despite COVID-19 to help farms go through a digital transformation and secure the future of our food system.
- Receive a competitive compensation plan: salary medical and dental plan; 15 vacation days; etc.

Contact info:

Email: jobs@powwowenergy.com