

Field Engineer - Matuu

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Company: SunCulture Kenya Limited

Location: Matuu

Category: architecture-and-engineering

Position: Field Engineer

Reporting to: Engineering Team Lead

Location: Matuu

Role type: Fixed Term Contract

About SunCulture:

Founded in 2012, SunCulture's Vision is to build a world where people take control of their environment in rewarding and sustainable ways. SunCulture does this by developing and commercialising life changing technology that solves the biggest daily challenges for the world's 570 million smallholder farming households. We are the largest distributor of solar water pumps / solar irrigation for smallholder farmers in Africa and were selected by Fast Company as one of the World's Most Innovative Companies in 2021. Here is a good explainer video recently made by. Over the last 5 years the company has grown significantly and now employs 400+ people around the world.

About the role:

Reporting to the Engineering Team Lead, the Field Engineer be involved with and not limited to carrying out Technical Surveys, conducting SunCulture product installations and aftersales. He will also be a pioneer of product knowledge and troubleshooting when it comes to the innovations of SunCulture products to our customers.

Key Responsibilities:

Project Management

Undertaking Site visit for pre-feasibility and Feasibility site information collection and analysis.

Contacting clients to set preferred dates and installing the products within the set timelines.

Proper time management to ensure all projects assigned are achieved within the timelines set

Risk Management

Be very proactive in identifying job risks during installations, resolving them, and

reporting to the team leads

Communicate and mitigate any risk factors that are encountered in the field by various engineers.

Carrying out technical surveys and submitting the reports) to the engineering team leads

Designing irrigation systems, conducting installations, and providing after-sale services for SunCulture products

Mentoring and in-field training of new engineers

Guiding clients through contract filling and sending the signed contracts to HQ every Friday.

Contacting all clients assigned promptly and setting the agreed preferred dates in the app sheet

Filling and syncing Job Submission Forms(JSFs) in the app sheet within the same day the installation/after-sale is done

Vetting of clients and initiating dispatches of products via the app sheet once the set threshold requirement has been met.

Reporting of emerging issues during after-sales and installations to the relevant authority as soon as they emerge and working closely with the after-sales department to ensure quick resolution of after-sale issues.

Advise and provide recommendations to clients on products that would work best for them during technical surveys

Do a minimum of 2 installations in a day.

Achieve a mean Turn Around Time of under 2 days for jobs done

Achieve a mean app adherence of 100% of all the jobs done

Does this sound like you?

Degree/ Diploma in Mechanical Engineering or any other related field with specialization in Agricultural equipment is an added advantage

2+ years of experience with solar grid pump systems and irrigation systems management

Hands-on, detail-oriented, and with strong execution skills especially installation and

conducting surveys

Good communication skills both written and spoken with the ability to interact freely with customers of different levels and backgrounds.

An independent thinker who is able to thrive in a fast-paced dynamic environment.

In-depth knowledge of the industry and current trends adaptable for SunCulture

Be organized and be an expert in time management

An agile trainer capable of training and being trained and be very resilient and flexible

Strong computer skills in, GSuite, Microsoft Office, database management experience in CAD or other project design software is a plus

Able to work in a dynamic environment with immense pressure and meet deadlines

Comfortable with ambiguity and able to plan, be organized, and meet deadlines

Proactive, collaborative, organized, curious, problem solver with a “can-do” attitude

Interested?

Please apply online via this job portal. We respond to all candidates; however only shortlisted candidates will be interviewed.

Please Note

SunCulture is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations, and ordinances.

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