



Job Description

Jan 2025

Title: Technical Support and Training Technician

TEC (The Energy Conservatory) is located in Oakdale, MN. We design and manufacture high quality building performance testing tools. TEC products and software are used extensively in the weatherization, home performance, HVAC, and home building industries to diagnose building performance issues and to certify in-field system performance. Our mission is to help deliver improved built environments which are more energy efficient, healthier, more comfortable, and more durable.

Job Description

The individual in this role will be the main person offering technical support and technical training materials for users of TEC equipment.

This equipment includes Minneapolis Blower Door™, Minneapolis DuctBlaster® and used in the air tightness testing of building envelopes and ductwork, as well as TrueFlow® grid used in assessing residential HVAC performance.

The person who enters this role will work closely with and share responsibilities with the technical support and training leader. As key aspects of our customer-facing team, the person who fills this role will spend time supporting customers with technical guidance via phone and email, creating and giving training on details of the equipment and software. They will also be knowledgeable in building science principles and help create curriculum on broader topics with support of the training lead and engineering team. This role reports to the Technical Support & Training Manager.

Key roles and responsibilities

1. Primary contact providing support for user application questions via phone, email and website.
2. Create training materials, as needed, for the function and use of TEC equipment.
3. Create instructional video and/or manuals to support TEC products.
4. Create and give technical presentations at the TEC Training center, via Webinars, and face-to-face at select conferences.
5. Interface with engineering team to provide feedback on customer issues and comment on new product development plans.
6. An understanding and appreciation of our mission-based culture, small business practices and a willingness to work closely with other groups are also desired.



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Requirements

1. 2-year or 4-year technical degree preferred.
2. Background and experience with building air tightness testing
 - a. Minimum 3-year experience as energy auditor, rater, weatherization, or home performance contractor.
3. Prefer background on HVAC systems.
4. Prefer experience using TEC equipment.
5. Prefer experience in creating and presenting training materials.
6. Prefer experience in creating technical videos or writing technical documentation.
7. Role requires domestic travel to support conferences ~6 times per year.

Additional Information

Salary range: TBD

Other benefits include:

- 2 bonuses annually based on individual & company performance – June and December
- Health Care funded 75% by TEC
- SEPP retirement funding begins on Jan 1 after full year of employment (per IRS)
- Accrue 10 days of vacation annually at start. Increases with continued employment.

Note:

TEC will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.