

We are searching for **Service Hotline Engineer for Smart PV Business** to join our business in **Germany**

<b>Position Title:</b>	<b>Service Hotline Engineer for Smart PV Business</b>
<b>Position Type:</b>	Fix term employment 12 months
<b>Salary range :</b>	45.000 - 48.000 EUR/year
<b>Start Date:</b>	July 2026
<b>Location:</b>	Nuremberg OR Dusseldorf on site
<b>Contact:</b>	Iulia Balan   +49 (0) 89 23 88 98 62

#### Responsibilities:

- Answering customer calls and emails related to technical issues
- Troubleshooting and resolving technical problems
- Escalating issues to higher-level support when necessary
- Interface with an engineering partner to locate technical problems that may arise during the engineering process.
- Maintaining documentation and records: You will be responsible for maintaining documentation and records related to technical support issues. This may include keeping track of customer interactions and documenting solutions to common problems.
- Responsible for remote support and level 2 engineer support;
- Responsible for technical support service to customer or partner independently or jointly with a technical support team
- Providing customer education and training on product or service features and functionality
- Remote support in case of customer problems that can't be solved by customer or local subcontractor
- Collaborating with other teams: You may need to collaborate with other teams, such as software developers or product managers, to resolve technical issues and improve products or services.

#### Requirements:

- Bachelor's/College Degree in Engineering (Electrical/Electronic), Computer Science/Information Technology or comparable
- Experience in solar energy industry (technical service, commissioning service) is a plus
- Excellent written and verbal communication and interpersonal skills, highly motivated, team player, goal oriented and success driven individual and able to work independently with minimum guidance.
- Excellent technical and analytical skills including good listening, probing, and qualification abilities;
- Fluency in English and German native.

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For more details contact:	<a href="mailto:sales(at)manningglobal.com">sales(at)manningglobal.com</a>
Quoting reference:	GE_MGIB_SHE-PV-B_13163
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If you know of anyone within your network who may also be interested in this position, would you please forward this 'Email & Role' to them.

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**Please note:**

1. *That we do all we can to respond to all applications but if we have not contacted you within 2 days following your application - its likely we have not shortlisted your CV for the position.*
2. *Manning Global cannot consider your application for this role if you are working for the customer we are recruiting for*
3. *If you are working for the client we are representing, but have confirmation you are leaving a permanent or contract position, please discuss this with us, so we can discuss representation with you.*
4. *This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the originator of the message. Any views expressed in this message are those of the individual sender.*

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