



Operational Performance Technician

About Us

Crowley Carbon is an energy efficiency company that runs engineering projects for our manufacturing plant and commercial building customers, saving them money on their energy bills and reducing their carbon footprint in the process.

Underpinning all of our project work is our IoT platform called C Cubed (Carbon Control Centre), that monitors the efficiency of our customer sites, confirms savings are still in place, and helps identify further savings. It is this C Cubed team that we are expanding.

The Role

As part of the CCubed performance management team you will be responsible for ensuring the system up-time, stability and data integrity as well as personalising the software to meet our clients needs. This will involve monitoring the site data on our system, emails and support tools, identifying issues and correcting them in a timely manner.

You

The ideal applicant would have the initiative to work independently but also be comfortable working as part of a collegiate team alongside project managers, engineers and software development teams. You will have a background of working knowledge of industrial systems (SCADA, BMS, PLC), IT skills including networking, database queries and troubleshooting, and ideally have previous experience in using scripting programming languages such as Python or JavaScript. Experience in analysing time series data would be preferable.

This is a customer facing role which will involve leading workshops with customers on how best to utilise our software and interpret customer demands into rules and visual representations using our software system.

Skills and Experience

Essential Skills

- Good communication skills with an ability to interpret user demands
- Ability to troubleshoot in a methodical approach
- Willingness to take the lead and engage with issues that arise

Experience

- Ideal candidate will have at least a level 7 degree in a technical field
- Experience in a customer support role within the technology sector is an advantage
- Experience in engaging and onboarding clients would be preferable

Desirable IT/Tech skills

- Knowledge of IP networking technologies
- Understanding of how ethernet, wifi and mobile communications are used to bring all to feed cloud based software as a service
- Comfortable with the use of programming languages
- Understanding of industrial engineering networks, SCADAs, PLCs and related fieldbus protocols for data communications from these systems