

Customer Support Technician - SolarTrak

Location: On Site - Solar Technology, Inc. (Allentown, PA)

Travel: Limited; occasional customer site visits for installation support, training, demonstrations, or field troubleshooting

Employment Type: Full-Time

Reports To: Customer Service Manager

Compensation: Based on experience

About the Role

Solar Technology, Inc. is seeking a Customer Support Technician to support the SolarTrak telematics platform and serve as a primary point of contact for SolarTrak customers. This is an on-site, customer-facing role that combines phone and email support, account administration, onboarding, quoting, invoicing support, inside sales support, and RMA/repair coordination.

SolarTrak helps customers track, monitor, and manage fleet assets through GPS-based devices and a cloud-based platform. The Customer Support Technician helps ensure that customers receive timely answers, accounts are set up correctly, devices are activated and maintained properly, and customer issues are documented and routed to the right internal resources.

This role is best suited for someone who is patient, organized, comfortable using software and computers, and able to represent the company professionally with customers. Technical aptitude, software comfort, and strong follow-through are more important to be successful in this role.

What You'll Do

Customer Communication & Support

- Serve as a primary communication point for SolarTrak customer phone calls and emails.
- Respond to customer questions regarding account setup, platform usage, device status, installation, billing, quotes, repairs, returns, and warranty/RMA status.
- Gather complete information, document customer issues, and follow up until the issue is resolved or properly transferred.
- Maintain a calm, professional, and patient tone with customers, including customers who are upset, aggressive, or difficult.
- Route customer issues to Sales, Operations, Accounting, Software Development, Engineering, Repair, or other internal personnel as needed.

Account Setup, Onboarding & Maintenance

- Set up new SolarTrak customer accounts, users, assets, devices, subscriptions, and related account details.
- Assist customers with onboarding, system access, device assignment, alerts, geofences, reports, and basic platform navigation.
- Maintain customer, contact, account, device, and subscription records in accordance with established procedures.
- Coordinate activations, deactivations, replacements, returns, and subscription changes.
- Support training and product demonstrations remotely and, on a limited basis, in person.



A DIVISION OF  SOLARTECH

SolarTrak

A Division of Solar Technology, Inc.
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Quoting, Invoicing & Inside Sales Support

- Prepare and process SolarTrak quotes in accordance with approved pricing and sales policies.
- Assist the sales team with customer account communication, product questions, demo coordination, and follow-up.
- Support sales order processing, subscription updates, invoice questions, and customer account corrections.
- Identify customer needs that may require sales follow-up, additional devices, replacement units, upgrades, or training.

Technical Support & Troubleshooting

- Provide first-line support for SolarTrak software, account, device-status, installation, connectivity, and basic troubleshooting questions.
- Use established procedures to help customers work through common SolarTrak issues related to GPS, cellular communication, device assignment, alerts, reports, and installation setup.
- Escalate issues to the appropriate internal team with clear documentation and the relevant account, asset, serial number, device, and customer information.
- Identify recurring issues and communicate patterns that may require process, product, documentation, or training improvements.

RMA, Repair & Operations Coordination

- Initiate, process, and track RMAs, repairs, returns, replacement units, and warranty-related requests.
- Coordinate with Operations, Production, Repair, and Shipping to confirm serial numbers, return status, device condition, repair status, and shipment needs.
- Maintain accurate administrative records for customer returns, repairs, demo units, replacements, and account changes.
- Occasionally travel to customer sites to assist with installation support, troubleshooting, product demonstrations, or customer training.

What We're Looking For

Required / Core Qualifications

- High school diploma or equivalent required.
- One year of customer service, technical support, account administration, inside sales support, software support, repair administration, equipment service, or similar experience preferred; comparable demonstrated skills will be considered.
- Comfortable working with computers, web-based software, email, spreadsheets, CRM/ERP systems, and customer support tools.
- Able to follow written instructions, procedures, pricing guidance, account setup processes, and escalation paths.
- Clear written and verbal communication skills.
- Ability to lift 25-50 pounds
- Strong attention to detail and reliable follow-through.

Customer Service Fit

- Patient, composed, and professional in customer interactions.
- Able to handle complaints or difficult customer conversations without becoming defensive or frustrated.
- Able to explain steps clearly to customers with different levels of technical comfort.
- Able to represent Solar Technology and SolarTrak in a professional manner.



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Technical Aptitude

- Comfortable learning software platforms, GPS/telematics concepts, hardware serial numbers, device assignment, and basic installation guidance.
- Able to troubleshoot methodically using procedures, documentation, and internal guidance.
- Interest or experience in IT support, software support, electronics, GPS devices, telematics, fleet management, construction equipment, vehicle systems, or rental equipment is helpful but not required.

Preferred, Not Required

- Experience with SaaS, software support, CRM/ERP systems, telematics, GPS tracking, dash cameras, or IoT devices.
- Experience processing quotes, sales orders, invoices, RMAs, warranty claims, repairs, or returns.
- Familiarity with OBD-II devices, vehicle/fleet equipment, construction equipment, rental equipment, or basic electrical/installation concepts.

Why This Role Matters

The Customer Support Technician is a central communications and support role for SolarTrak. The position helps customers get timely answers, helps the sales and operations teams stay aligned, supports accurate account and billing activity, and reduces unnecessary escalations by ensuring information is complete before issues move to Development, Engineering, Repair, or Sales.

As SolarTrak grows into more advanced telematics, dash camera, and future advanced telematics solutions, this role will also help build the support processes needed to scale customer service without over-reliance on senior sales or engineering resources.