Title	**Service Business Manager**
Reports to	**ATI Director of Operations**

Job Description

Are you passionate about clean technology? Are you detail-oriented? Do you have a team-focused mentality that draws you to tackle new projects and problem solve for the greater good?

ATI is currently seeking a Service Business Manager who will have overall responsibility to expand Array Technologies' (ATI)'s) service business. This individual will understand services to be provided, design and implement processes and procedures, and assist in developing ATI's services customer base. The successful candidate will have a proven track record in service operations and the experience to handle both the business and technical aspects of growing a service business. In this position you will play a critical role in supporting Array's customer base and value proposition of advanced solar tracking solutions that change the way energy works in the world.

Array Technologies, Inc. (ATI) is the global leader in solar tracking. We are experiencing explosive growth built on our best-in-class technology and dynamic team. Come change the world for the better with the company that has been leading the solar energy revolution for over 25 years. This position is full-time and exempt.

Duties and Responsibilities

- Drive establishment and growth or ATI's global service business.
- Implement systems needed to manage global services operations.
- Ensure capabilities required for committed services are in place and measure associated service delivery metrics.
- Assist in training ATI's global salesforce on services value propositions.
- Meet ATI Sales, Performance and budgetary goals.
- Develop contracts and product offerings which meet customer and ATI needs.
- Communicate with customers, present and sell them on ATI's service value proposition.
- Create systems to accurately report the status of work conducted on job sites.
- Create systems which will accurately track ATI service performance versus budget goals.
- Maintain accurate and timely records of correspondence and discussions with the customers.
- Assist in developing customer service standards, policies, and procedures for the company.
- Understand the technical requirements of the service procedures offered by the ATI service team.
- Analyze customer needs and recommend appropriate solutions.
- Perform operational and systems tests.
- Identify and document technical problems and assist in practical solutions to resolve these problems.
- Other duties as assigned.

Required Knowledge, Skills, and Abilities

- Prior experience in complex product services business environment, preferably global in footprint
- Ability to plan, implement, and grow a services business unit
- Ability to conceptualize, plan, and implement new systems and services
- Prior experience in partnering for service delivery
- Strong leadership ability to ensure successful delivery of service performance commitments
- Safety awareness is essential.
- Be able to communicate and represent ATI's standards regarding integrity and quality with customers in the field.
- Understanding and working knowledge of Microsoft and SAP services software.

Education and Experience

- Degree in Business, Finance, or Engineering required.
- MBA desirable.
- 5+ years of experience in a growing products service organization.

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