Energate is the leader in interactive energy management solutions and products for utilities and their residential customers. It provides a complete solution that includes software, portals, mobile applications, and wireless devices such as gateways, smart thermostats, load control switches, and consumer energy displays.

Energate’s Interactive Energy Management Solutions leverage the Smart Grid to mitigate supply and demand challenges, increase the use of renewables, and utilize dynamic rate structures. With Energate’s standards-based open Consumer Connected Demand Response™ (CCDR) platform, utilities can interactively address residential demand, and can empower their customers to more effectively manage energy use while not compromising their comfort and convenience.

Founded in 2004, Energate is headquartered in Ottawa with offices in Houston, Seattle, Raleigh, and Los Angeles.

We invite you to apply to join our dynamic team, as a:

Technical Support Specialist
Department: Operations
Reporting to: Manager of Operations
Location: 2379 Holly Lane, Suite 200, Ottawa, Ontario, K1V 7P2 (Headquarters)

Primary Responsibilities:
The customer support team is responsible for providing testing, installing, upgrading, monitoring and supporting Energate’s Consumer Connected Demand Response (CCDR) solution to our Utility customers and partners.

As a member of the support team, your responsibilities will include:
- Taking customer calls and ensuring their technical issues are resolved promptly and to their satisfaction;
- Support includes using advanced troubleshooting techniques to resolve complex technical problems yourself as well as seeking help from Energate’s engineering team and our partner’s engineering team, if required;
- Installing, upgrading and providing 24x7 monitoring of Energate’s CCDR solution;
- Testing new releases of Energate software and hardware to ensure they conform to specifications;
- Providing technical training to installers and utility customers on how to use the system;
- Updating product documentation;
- Logistics support
- Off-hours work shifts will be required from time to time.

Qualifications, Skills and Experience Requirements:
- Engineering or Computer Science Degree or Technologist with equivalent experience
- Excellent customer communication skills
- Demonstrated troubleshooting, diagnostic and testing skills
- Knowledge of MS Windows and IP Networking required
- Familiarity with My SQL Server would be an asset
- Familiarity with Heating, Ventilation and Air Conditioning (HVAC) controls would be an asset
- Familiarity with Demand Response would be an asset
- Ability to multi-task in a fast paced, 24x7 support environment
- A positive attitude and dedication to helping customers resolve issues

Energate embraces diversity and encourages all qualified individuals to apply. Only those who are requested for an interview will be contacted. To pursue this opportunity, please email a resume and cover letter to Gino Ruscitti: gruscitti@energateinc.com.