

Technical Support Engineer

Pay: \$95,000.00 - \$100,000.00 per year

Location: Middletown, NY 10941 (USA)

About Piller Power Systems

Piller Power Systems is a global leader in mission-critical power protection solutions, providing innovative uninterruptible power supply (UPS) systems and energy technologies that keep essential operations running around the world. Our solutions support data centers, healthcare organizations, utilities, industrial facilities, government agencies, and other industries where reliable power is critical to business continuity.

Position Summary

The Technical Support Engineer serves as a senior technical resource supporting our field service organization, engineering team, customers, and internal staff. This role provides advanced expertise in troubleshooting complex UPS and electrical power systems, supporting product testing and validation, driving product quality initiatives, developing technical documentation, and delivering technical training.

In addition to engineering support, this position plays an important role in supporting the technology that enables our service organization, including engineering applications, technical software, network-connected systems, and field service tools. Working cross-functionally with Engineering, Operations, Project Management, IT, and our global manufacturing partner, the Product Support Engineer helps ensure product quality, operational readiness, and exceptional customer support throughout the lifecycle of our mission-critical power systems.

While this position is primarily office-based, periodic domestic and international travel is required to support field operations, customer sites, manufacturing facilities, training activities, and engineering initiatives.

Key Responsibilities

Engineering & Technical Systems Support

- Serve as the primary technical escalation resource for complex field service and customer issues involving mission-critical UPS systems and power electronics.
- Provide advanced remote and onsite technical support to field technicians, project teams, customers, and engineering staff.

- Perform root cause analysis of electrical equipment and system failures, identifying corrective actions and long-term reliability improvements.
- Support equipment inspections, factory acceptance testing (FAT), commissioning, startup, validation, and field testing in the U.S. and internationally.
- Assist Engineering and Operations with product performance investigations, engineering changes, and continuous product improvements.
- Troubleshoot power electronics, SCR and IGBT technologies, PLC controls, ladder logic, and electrical control systems.
- Support engineering applications, service software, and network-connected technical systems used by the field service organization.
- Assist with the configuration, deployment, maintenance, and troubleshooting of engineering workstations, mobile devices, and other technical equipment.
- Coordinate infrastructure-related issues with internal and external IT resources to support engineering and field service operations.

Documentation & Product Support

Develop, maintain, and continuously improve technical documentation, including:

- Startup procedures
- Programming procedures
- Operator manuals
- Sales specifications
- Spare parts lists
- Product option documentation
- Production test procedures

Additional responsibilities include:

- Collaborate with Piller GmbH and global engineering teams to develop and enhance technical service documentation.
- Review, author, and approve Method of Procedure (MOP) documents supporting field service activities.
- Provide technical support to engineering, project management, and field service teams.

Product Quality & Continuous Improvement

- Coordinate the Non-Conformance Report (NCR) process between Piller Power Systems and Piller GmbH.
- Participate in product quality meetings, engineering investigations, and continuous improvement initiatives.
- Escalate recurring product performance and quality concerns to engineering and service leadership.
- Support development and distribution of Root Cause Analysis (RCA) reports and corrective action plans.
- Contribute technical expertise to new product introductions and engineering improvement initiatives.

Training & Knowledge Sharing

- Design, develop, and deliver technical training programs for field service technicians.
- Conduct customer training on equipment operation, maintenance, and troubleshooting.
- Mentor technicians on advanced electrical troubleshooting methodologies and best practices.
- Support the development of training materials and technical knowledge resources.

Cross-Functional Collaboration

- Partner with Engineering, Operations, Project Management, Service, Manufacturing, IT, and global engineering teams to support successful project execution.
- Provide engineering-level onsite support for complex customer issues requiring advanced technical expertise.
- Perform other duties and special projects as assigned.

Qualifications

Required Education & Experience

Education

- Bachelor's degree in Electrical Engineering or a related engineering discipline.

Experience

- Minimum seven (7) years of experience supporting industrial electrical power systems in military, commercial, utility, or equivalent environments.
- Strong understanding of electrical engineering principles, UPS applications, and power conversion technologies.

- Experience with SCR and IGBT power electronics.
- Experience adjusting and troubleshooting computerized electrical power control systems.
- Experience with PLCs, industrial control systems, and ladder logic.
- Knowledge of mechanical bearing assemblies and vibration analysis.

Preferred Qualifications

Experience

- Experience supporting electrical testing, commissioning, startup, validation, or factory acceptance testing.
- Experience developing technical documentation and delivering technical training.
- Experience supporting engineering software, technical applications, or network-connected systems in an engineering or industrial environment.

Knowledge, Skills & Abilities

- Advanced electrical troubleshooting and diagnostic skills.
- Strong knowledge of industrial power systems, power electronics, and critical electrical infrastructure.
- Ability to perform complex root cause analysis and recommend corrective actions.
- Ability to troubleshoot both electrical systems and the technology platforms that support engineering and field service operations.
- Experience interpreting electrical schematics, wiring diagrams, and technical documentation.
- Excellent written and verbal communication skills with the ability to communicate effectively with engineers, technicians, customers, and internal stakeholders.
- Proficiency with Microsoft Office, engineering software applications, and Windows-based systems.
- Working knowledge of networking fundamentals and technical software deployment.

Licenses & Travel Requirements

- Valid driver's license with an acceptable driving record.
- Valid U.S. Passport or ability to obtain one.
- Ability to qualify for international travel, including Canada.
- Ability to travel domestically and internationally as business needs require.

Physical Requirements

- Ability to lift and move equipment weighing up to 70 pounds, with or without reasonable accommodation.
- Ability to climb ladders and safely access industrial equipment.
- Ability to work in office, manufacturing, laboratory, and industrial environments, including exposure to electrical and mechanical equipment.
- Ability to travel to customer locations and manufacturing facilities.

Work Environment

This position is primarily office-based with periodic travel to customer sites, manufacturing facilities, training locations, and field operations. Work may include exposure to industrial environments requiring appropriate personal protective equipment (PPE).

Benefits & Perks

We recognize that our employees are critical to our success and are committed to providing a competitive compensation and benefits package, including:

- Comprehensive Medical, Dental, and Vision insurance
- Retirement savings plans with company contributions
- Extensive paid time off (PTO) package, including vacation, personal, sick, and holiday time
- Collaborative team environment with opportunities to work alongside industry experts on mission-critical power systems

Equal Employment Opportunity

We are an Equal Opportunity Employer and are committed to creating an inclusive workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, sex, sexual orientation, gender identity or expression, national origin, age, disability, protected veteran status, genetic information, or any other characteristic protected by applicable federal, state, or local law.

Qualified applicants with arrest or conviction records will be considered for employment in accordance with applicable law.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position. Applicants requiring reasonable accommodation during the application or interview process are encouraged to contact Human Resources.

Additional Information

Ability to Commute:

- Middletown, NY 10941 (Required)

Work Location:

- Primarily in person, with some hybrid work opportunities based on business and operational needs.

To Apply or Learn More:

For questions about this opportunity or to learn more about careers at Piller Power Systems, please contact info@piller.com and include “Piller Human Resources” in the subject line. Your inquiry will be directed to the appropriate member of our HR team.