

# JOB DESCRIPTION

## Technical Manager



<b>Date:</b>	October 2024
<b>Work Area:</b>	Solar International
<b>Based at:</b>	Dulas, Machynlleth
<b>Contract Term:</b>	Permanent
<b>Hours per week:</b>	37.5 hours
<b>Responsible to:</b>	Commercial Lead
<b>Responsible for:</b>	n/a
<b>Pay Band and Scale:</b>	Engineering & Project Management Level 3 £33,936.88 - £41,624.25 p.a.
<b>Job Purpose:</b>	<p>To lead on all aspects relating to the technical requirements for the Solar International department, liaising between internal and external stakeholders, including Dulas' manufacturing facility (Polestar Cooling), in-country partners, internal working groups, external suppliers and key stakeholders such as UNICEF and the WHO.</p> <p>This role is also responsible for ensuring technical accuracy of both existing and future cold chain product portfolio.</p> <p>To lead as customer-facing technical troubleshooter, taking responsibility for the satisfactory resolution of problems and other technical issues, following department quality processes.</p>
<b>Key Responsibilities:</b>	
<b>Technical Management:</b>	<ul style="list-style-type: none"> <li>• To ensure compliance to quality and industry requirements (PQS – performance, quality, safety) as required by WHO.</li> <li>• To continually develop the PV solar system, to ensure it is fit-for-purpose.</li> <li>• Coordinate the planning, management and implementation of in-country product warranty programmes.</li> <li>• To lead on the technical content of the UNICEF CCE long-term framework agreement and any new product submissions</li> <li>• To provide technical feedback to support product development</li> <li>• To liaise and interact with Dulas R&amp;D on a regular basis.</li> <li>• To provide support and technical information pertinent to the sales process</li> <li>• To be responsible for providing and signing off technical content for commercial propositions such as tenders and other commercial proposals</li> </ul>
<b>Stakeholders:</b>	<ul style="list-style-type: none"> <li>• To prepare detailed technical reports and feedback on Dulas refrigerator systems for key stakeholders including the WHO and UNICEF</li> <li>• To create, develop, and monitor in-country training programmes and content for delivery through a range of mediums including online (Dulas</li> </ul>

	<p>Academy) and face-to-face in country (occasional overseas travel, up to twice per year)</p> <ul style="list-style-type: none"> <li>• To provide appropriate ongoing training and advice to in-country partners via platforms such as Whats App and email</li> <li>• To liaise with in-country partners and the technical production team at the factory to remotely troubleshoot on-site issues</li> </ul>
<b>Technical Reporting:</b>	<ul style="list-style-type: none"> <li>• To own and manage all technical installation manuals, data sheets and all other technical data for the department.</li> <li>• To lead on, and maintain accurate records of technical troubleshooting including on-site warranty issues (data entry)</li> <li>• To be proactive in setting up and maintaining SharePoint installation records / accessing and interpreting Beyond RTM (remote temperature monitoring) portal / other 3<sup>rd</sup> party websites as required</li> </ul>
<b>Teamworking:</b>	<ul style="list-style-type: none"> <li>• To contribute to the technical aspects of the Life Sciences business strategy</li> <li>• Contributing to departmental activity as appropriate</li> <li>• Adhering to all company Policies, and Procedures, for example HR, Health and Safety, Quality and Environmental Management</li> </ul>

<b>Person Specification:</b>	
<b>Essential Criteria</b>	
Skills, experience & qualifications	<ul style="list-style-type: none"> <li>• Knowledge of or good experience working with off-grid solar photovoltaic energy systems</li> <li>• Proven technical aptitude.</li> <li>• Ability to establish customer requirements and to build and maintain excellent customer relationships.</li> <li>• Good decision-making ability with a strong sense of responsibility</li> <li>• Highly numerate and experience of complex issues and solving problems.</li> <li>• Excellent attention to detail</li> </ul>
Team working	<ul style="list-style-type: none"> <li>• Excellent team/people skills with the ability and confidence to coordinate, motivate, facilitate and participate</li> <li>• Committed to customer satisfaction</li> </ul>
Communication – written & verbal	<ul style="list-style-type: none"> <li>• Excellent communicator with the ability to understand complex information and to explain to clients where English is not the first language</li> <li>• Ability to prepare detailed written documents to a very high standard of literacy and presentation</li> </ul>

Management – including self-motivation & time management	<ul style="list-style-type: none"> <li>• Excellent organisational and time management skills</li> <li>• Ability to assess workloads, prioritise and work to deadlines imposed by project constraints</li> </ul>
IT & Other	<ul style="list-style-type: none"> <li>• High level of competency with office IT packages, especially Microsoft Word and in particular Excel</li> <li>• Ability to communicate remotely as required, for example via WhatsApp, Teams, email, phone</li> <li>• Willingness to travel as required (within the UK and overseas to developing countries)</li> <li>• Passport holder</li> </ul>
<b>Desirable Criteria</b>	
Skills, experience & qualifications	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent in an electrical or engineering discipline and / or a minimum 5 years experience in a technical role.</li> <li>• Knowledge or experience of refrigeration systems</li> <li>• Experience of CAPA systems</li> <li>• Experience within the biomedical industry / life sciences sector</li> </ul>
Communication – written and verbal	<ul style="list-style-type: none"> <li>• Ability to speak one or more of French, Spanish, Arabic or Portuguese</li> <li>• Experience with delivering training sessions over Teams or similar to overseas audiences where English is not the first language</li> </ul>
IT & Other	<ul style="list-style-type: none"> <li>• Familiar with PV system sizing methodologies</li> <li>• Knowledge of project management databases</li> </ul>

### Document History

Revision	Created/revised by	Checked by	Issue date
V0	Sue Carvell (HR)	Ruth/David	15.12.20
V1	Nia O’Gara		07.06.2022
V2	CathM	HR	29.10.2024
V3c			