



Technical Data Specialist

Classification: Salaried Non-Exempt

General Description:

This position reports into the Projects & Account Management group located in Charlotte, NC USA. The role supports Strategic Power Systems' worldwide collection of plant data related to the ongoing operations and maintenance of conventional and renewable power generation, combined heat and power, and oil and gas process plants & transportation.

This role will be remote, based from a home office with in person meetings for training and other job functions. The company will provide the necessary equipment to enable employees to work effectively from home. It is highly preferred if the candidate is in the Charlotte, NC, Greenville, SC, or Naples, FL areas.

Requirements

- Relevant military experience, Technical field or equivalent work experience or two (2) year Associates Degree in Engineering.
- Prior experience working with data, quality, or system testing.
- Strong analytical, technical, and problem-solving skills.
- Excellent Organizational Skills, highly self-motivated and disciplined to work effectively and efficiently in a remote environment.
- Positive attitude, enthusiastic, flexible and a collaborative team player
- Experienced and confident in remotely communicating with colleagues on a mandatory (e.g., weekly staff meetings) and ad-hoc basis using standard telecommunication mediums.
- Strong interpersonal skills; friendly & professional demeanor.
- Demonstrate excellent Microsoft Excel skills to support data analysis activities and business reporting.
- Demonstrate sound engineering judgment and a rigorous engineering attention to detail.
- Familiarity with reliability/statistical techniques & methodologies is desirable.
- Experience in the Power Generation and/or Oil and Gas industries and/or demonstrable Gas and Steam turbines knowledge is advantageous.
- Proficiency in Spanish would be a plus.

Responsibilities:

- Support assigned customers in the submittal & engineering review of ORAP data, ensuring that the information is of sufficient quality to be processed into fleet level data for reliability reporting.
 - Develop an understanding of the Energy market and related equipment (e.g., gas turbines, steam turbines, electric generators, boilers, reciprocating engines, wind turbines, solar PV, etc.)
 - Understanding of SPS internal ORAP procedures including EBS (Equipment Breakdown Structure) and IEEE 762 metrics.
 - Respond to requests for technical support from SPS Customer Account Managers and their customers.
 - Document and monitor the customer support cases to ensure a timely resolution.
 - Continuous quality improvement of data collection methods and analysis for efficiency and process streamlining purposes.
 - Provide subject matter expertise to the SPS IT organization focused on SPS products for internal productivity improvement or enhanced customer functionality.
 - Represent SPS in an ethical and professional manner and carry out required duties in compliance with prescribed business practices.
 - Commitment and adherence to SPS Q1 Quality First policy.
 - Other duties as may be assigned to meet the ongoing needs of the organization.
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