Midsummer is a fast-growing company selling a range of renewable energy products to trade customers from our offices and warehouses in Cambridge, Glasgow and Dublin. We sell solar PV systems, battery storage, electric vehicle chargers, heat pumps and a variety of associated products. We were recognised as the UK's best renewables distributor in 2020 and 2022, and Easy PV came out top (by a large margin!) in a LinkedIn poll for the most popular PV design software in the UK.

**Midsummer – Winner of Solar & Storage Live's Distributor of the Year**

Acceptance video for Solar & Storage Live's Distributor of the Year award 2020.

As an organisation, we have a strong environmental ethos and a passion for promoting the uptake of renewable energy, and our team share a belief in an open and honest approach to business.

Join Midsummer Energy and help support the future of renewable energy with cutting-edge software solutions!

Are you early in your career and have a passion for technology, problem-solving, and sustainability?

Do you want to kick-start your career in software support, helping renewable energy professionals make the most of powerful tools like Heatpunk and Easy PV?

If so, we want you to join our growing team as a Software Support Specialist!

**About the role**

As a Software Support Specialist, you'll play a key role in ensuring that customers are getting the most out of our innovative software tools, Easy PV and Heatpunk. You will provide technical support and guidance to users, resolve any issues they encounter, and ensure that their experience with our software is smooth and efficient. **This is a fantastic opportunity to learn, grow, and contribute to the future of renewable energy while developing your technical expertise.** You responsibilities will include:

* **Customer Support**
  + Respond to customer queries via email, phone, and live chat, resolving issues and offering technical guidance.
  + Troubleshoot software problems, provide step-by-step solutions, and document resolutions.
* **Training & Onboarding**
  + Assist with onboarding new users by conducting training webinars and demos for Heatpunk and Easy PV.
  + Develop and maintain help guides and FAQs for common customer queries.
* **Collaboration & Feedback**
  + Work closely with the wider software team to relay user feedback, identify recurring issues, and suggest improvements.
  + Assisting with product testing, ensuring new features and updates work as expected.
* **Learning & Development**
  + Continuously improve your technical knowledge of the software and renewable energy systems.
  + Stay up-to-date with industry trends and best practices for software support.

You'll report to the Head of Software Sales and collaborate with our broader team to ensure our customers have an exceptional experience.

**About you**

**We're looking for someone who:**

* **Is passionate about technology and problem-solving:** You enjoy diving into technical issues and finding solutions to challenges.
* **Is a strong communicator:**You can explain technical concepts in a simple, clear, and friendly way, and are comfortable interacting with customers.
* **Has a keen eye for detail:**You’re thorough in your work, ensuring that every issue is addressed and customers are fully supported.
* **Is eager to learn and grow:**You’re excited to develop your technical skills, expand your knowledge of the renewable energy industry, and take on new challenges.
* **Is proactive and organized:** You can manage multiple support tickets and tasks efficiently, ensuring no customer is left behind.

**Bonus points if you have:**

* A degree or qualification in a technical field (e.g., Computer Science, Engineering, Renewable Energy).
* Experience in a customer support or technical support role.
* Familiarity with software tools related to the renewable energy industry.

This role is an excellent opportunity for graduates and early-career professionals who are eager to gain experience and make a meaningful impact in the renewables software sector. Even if you don't meet all the requirements, we encourage you to apply if you have enthusiasm and a willingness to learn!

**What it offers**

**You'll be joining a young, dynamic company with positive values that is aiming to position itself as the leading distributor of renewable energy systems in the UK.** The position is based in our offices neighbouring Milton Country Park on the outskirts of Cambridge. This will be a challenging but fulfilling role.

The salary is £28,300 per year. Once you have passed your probation you’ll be eligible to earn performance related bonus up to £2,000. In addition to base salary we have a policy of sharing a proportion of the profits of the company amongst employees.

**Benefits include:**

* Free bag of delicious, fresh, locally-grown organic veg every week
* Pension salary sacrifice scheme
* Employee Assistance Package
* EV salary sacrifice scheme
* Cycle to work scheme Free bike maintenance
* Early finish on a Friday
* Lots of clubs to get involved with and company socials
* On-site parking

We believe in early responsibility and career progression based on talent and commitment. The renewables industry is growing fast, and so is Midsummer - there is plenty of scope to grow with us.