

M-RETS Technical Support Specialist

Description

M-RETS is a 501(C)(4) non-profit that owns and manages a renewable electricity certificate and thermal certificate tracking system. If renewable energy tracking sounds exciting, you may be a great fit for our team. As the Technical Support Specialist at M-RETS, you will have the opportunity to be part of a team working on cutting-edge developments in decarbonizing our economy. The M-RETS platform is the leading renewable certificate tracking system in North America and is used by Fortune 25 companies, utilities, and regulators. We have over a decade of rich industry data that increases each year. We want to continue to deliver a strong platform and keep ahead of changes in the energy industry via innovation and mission-driven industry engagement. With M-RETS you will work on projects that matter, and you will help our platform deliver more value and impact through infusing the market with enhanced data and information.

We are looking for a Technical Support Specialist to be a key member of our team. You would work to support our API and contribute toward improving features and data quality. Your role will be pivotal to improving the overall experience for those working within the M-RETS platform. As part of this, you would own all API user and outside developer support. Our tech stack includes a Rails backend and React frontend and our 14-person team is a mix of local and remote team members from three different countries. This role will work closely with our Program Coordinator, Program Manager, and our development team.

We are looking for someone who is a culture fit and loves working on technical things with technical people. At M-RETS we have a unique culture, we want people to love where they work and what they do. We are a small, tight-knit team with everyone wearing multiple hats. Our office is in a great coworking space in downtown Minneapolis and we enjoy a flexible, hybrid work model. At M-RETS we value diversity and diversity of opinion, we love what we do and value the chance to make a difference.

Responsibilities

- Respond in a timely manner to API technical support questions or issues that come in via email or the API Slack channel.
- Track and triage API bugs that come-in via users or automated bug tracking and communicate with users when bug fixes are released.
- Maintain as necessary API documentation.
- Conduct API training sessions and user feedback sessions as necessary.
- Run routine scripts such as adding users to the API sandbox.
- Create custom data reports for internal staff or external partners.
- Fix simple bugs and track more complicated bugs through the development process.

- Support our API QA process as necessary.
- Track API usage and identify issues and opportunities for improvements.
- Manage API release communications including tracking breaking fixes and composing emails for updates.
- Partner with the Program Coordinator on system administration activities and help to fill gaps when necessary.

Requirements

- Junior level programming training
- 2 years of experience in a professional workplace
- Should be comfortable with SQL, the command line, basic HTML and JS, and be willing to learn basic Ruby
- Should have excellent communication skills including basic technical writing
- Experience working with an agile development process
- Excellent problem solving, analytical, communication, and organizational skills
- Enthusiasm and strong desire to learn a lot quickly
- Detail oriented
- Able to communicate clearly and respectfully with team members
- Comfortable working with a small team of colleagues
- Support an interest in M-RETS mission

Nice to have

- Some customer service experience preferred

Additional Information

Seniority

Entry - Mid-level

Industry

Software, Decarbonization and Renewable Energy, Renewables & Environment

Type

Nonprofit

Salary Range

55k-70k

Employment Type

Full-time

Location

Minneapolis, MN, Twin Cities Greater Metro Area - Minnesota and Wisconsin - Very Strongly Preferred
USA, Remote - Considered

Work Requirements

Must be legally able to work in the US, unfortunately we have no sponsorship opportunities at this time.

Keywords

Technical support, QA, API support

Contact

[hiring@mrets.org](mailto: hiring@mrets.org)

EEO Language

EQUAL EMPLOYMENT OPPORTUNITY

M-RETS does not discriminate in employment on the basis of race, creed, color, religion, sex (including pregnancy and gender identity/expression), national origin, marital status, familial status, status with regard to public assistance, disability, age, membership on a local human rights commission and sexual orientation or any other class protected by federal, state or local law. This policy applies to all aspects of the application process and employment relationship including but not limited to hiring, promotion, transfer, demotion, termination, discipline, benefits and other terms and conditions of employment.

Website Posting Language

If you are interested in applying for this position please email your resume and cover letter in PDF format to [hiring@mrets.org](mailto: hiring@mrets.org)