



XL Hybrids, Inc.
145 Newton Street
Boston, MA 02135

Job Title: Field Service Hybrid Vehicle Technician

XL Hybrids seeks an experienced Field Service Hybrid Vehicle Technician to support our growing deployment of hybrid electric commercial vehicles operating with commercial fleets across the United States and Canada.

About XL Hybrids:

XL Hybrids is an exciting, high-growth hybrid vehicle technology company founded by MIT alumni. We have developed cutting-edge technology and commercialized electrification and connectivity products for the commercial vehicle sector (vans, trucks, and buses) to become the leader in the North American market. We are a small but rapidly growing team, with a state-of-the-art engineering facility based in Boston. We are looking for high-energy, creative, and ambitious people to join our development team. Candidates must be able to work full time in the MidWest area (e.g. Chicago) from a home office, and travel throughout North America.

We offer a competitive salary, meaningful stock ownership, 401K, health benefits, a fun work environment and the opportunity to enter a high-growth startup company. We are recruiting candidates who have demonstrated leadership and excellence throughout their careers and are excited by the prospect of tackling challenging technical problems.

Responsibilities

- Full-time position split between a regional home office near a major MidWest metro area (e.g. Chicago), XL's Boston office, and outside partners and locations
- Average 75% travel (varies from 25% to 100% travel per month)
- Travel onsite to third party locations to diagnose and troubleshoot hybrid subsystems, and perform onsite vehicle repair and hybrid component installation work
- Support quality assurance activities and tracking
 - Document repair work using XL Hybrids cloud-based data system, issue Repair Orders, and issue RMA requests
 - Track metrics on service activities
 - Conduct quality control on assembly, service and product fitment during field visits – communicate potential issues back to Engineering
- Assist in building/refining process around technical service documentation
- Assist with parts RMA process, and designing and implementing technical training methodology
- Assist in analyzing customer fleet data to understand vehicle usage and potential service concerns
- Assist with vehicle prototype installs/service, and serial production installs/service
- Train future vehicle service technicians at both XLH and outside providers
- Support Ford Qualified Vehicle Modifier (QVM) program development and related OEM vehicle quality management programs
- Contribute content to configuration controlled documentation:

- Service manuals
- Technical service bulletins
- Service quality sign-off procedure
- RMA process
- Installation guide
- Candidate will report to the Manager, Customer Service

Additional Responsibilities based on experience/interests

- XL Hybrids is a dynamic, growth business, so joining our team means that you will have a wide scope of work and responsibilities that may shift with rapidly growing areas of the business.

Minimum Qualifications

- BS degree with additional formal or OEM automotive service training
- Minimum 5 years, direct or related, automotive technician experience
- Minimum 5 years of customer relations in the automotive or heavy vehicle industry
- Experience providing formal and informal technical training
- Ability to independently carry out job assignments
- Electric vehicle high voltage experience or training (XLH can provide training)
- Experience creating and refining technical documents: service manuals, technical service bulletins, field reporting
- Excellent teamwork skills while working under pressure
- Motivated, eager to face new challenges provided by an emerging technology product company
- Ability to manage multiple tasks
- Proficient computer skills (general PC, internet, and network use; MS Office use)
- Must be able to work full time split between a regional home office and partner locations throughout the U.S. and Canada

Preferred Qualifications

- ASE Certifications desirable
- Experience performing electrical repair and assembly work
- Experience building and repairing wire harnesses and cables
- Experience constructing and debugging test fixtures
- Experience supporting engineering development work
- Mechanical and electronics fabrication skills (machinery fabrication tool use, soldering, heat treatment, circuit board build and debug)
- Experience using electronic test equipment
- Comfort with integrated circuitry

Contact: please send your resume to careers 'at' xlhybrids.com with "Field Service Hybrid Vehicle Technician" in the subject heading