



LineVision Inc.
444 Somerville Ave
Somerville, MA 02143 USA

Position: Customer Project Manager

LineVision Inc. is a growing and innovative leader in electric power transmission monitoring and utility asset health management. Our mission is to unleash the true potential of the grid using advanced sensors and analytics. Founded in 2018 as a spin-out of Genscape Inc., we are an inclusive and motivated team with high growth potential.

Overview: Customer Project Manager (CPM)

A new full-time position reporting to the Director of Data Operations & Analytics: This is a crucial role that coordinates the system installation and roll-out between clients and the LineVision sales and technical staff. We're looking for a teammate with outstanding communication skills who can set and keep a schedule, think critically and help scale the business.

Key Responsibilities

- Coordinate system installation, maintenance and relocation activities between client, channel partner (if applicable), field/survey crew, and LineVision team
 - Place system orders, coordinate shipping logistics, plan for lead-times
 - Supervise day-of system installation (on-site or remotely)
 - Work with client to gather required information/documents
- Determine the best method of system installation based on the scope of work, equipment available and technical details of the sensor system
 - Locate ideal tower installation locations through the use of mapping technology
 - Size the solar and battery specs, based on location and client requirements
- Execute the customers setup process in our data portal / data feeds
 - Work with data operations team on getting new installs configured & calibrated according to the project timeline
 - Educate clients on data portal usage, interpreting data, and setting up custom alerts
 - Follow up with clients after service enablement to ensure expectations have been met
- Develop and maintain client and partner-facing documentation including install guides, system specifications, data portal user guide
- Become and stay knowledgeable on the transmission industry and utility customers
- Track performance metrics and drive process improvement initiatives helping us to scale from 10s to 1,000s of installs/year

Qualifications

- BS and a minimum of 2 years professional experience, at least 1 in a customer facing role such as sales engineer/support, project management or account management
- Ability to write clear concise training and product documentation materials
- Strong organization, communication and analytical skills
- Ability to juggle multiple tasks and manage priorities in a fast paced environment
- Outstanding remote-team and client/partner collaboration and communication skills
- Passion for improving the efficiency and reliability of the grid
- Familiarity with field installation techniques for industrial equipment a plus



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- Experience working with electric power transmission/distribution, renewables, power generation, etc. a plus
- International experience a plus

Location

This position will be based at LineVision's headquarters in Greentown Labs, Somerville MA.

This position will require up to 30% travel to customer offices and field installation sites. Travel may include North American and global destinations.

How to Apply

Please forward a Cover Letter and Resume/CV to info@linevision.co with subject "*Customer Project Manager*".

About LineVision Inc.

LineVision Inc. is an advanced utility technology company that works with electric power utilities to increase transmission line capacity, reliability and safety through advanced sensors and analytics. The LineVision V3 systems provide utility clients previously unavailable detail on asset health and performance for increased situational awareness, safety, and facilitating an optimized asset management strategy. LineVision's turnkey non-contact system can be rapidly deployed without the need for outages, live line work or specialized equipment.

LineVision Inc. is an EEO/Affirmative Action Employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability or any other legally protected status.

Visit LineVision at www.linevision.co.