



## Technical Support Specialist Role

January 2026

Job Title: Technical Support Specialist
Location: United States
Type of position: Full-time
Hours: 40 hours / week
Travel: Up to 30% travel
Salary: Based on industry knowledge, skill and experience

### **ECO2 SYSTEMS LLC:**

ECO2 Systems is a premier provider of eco-friendly heat pump water heater solutions (HPWH) for the commercial and residential markets in North America. The company is on a mission to provide innovative hot water heater technologies that are sustainable, energy efficient and cost-effective.

The founders pioneered natural heating solutions in the North American market while working at Sanden Corporation. In 2020, they formed ECO2 Systems to market and sell the SANCO2 products in North America. Today, the SANCO2 heat pump is 5th generation technology and the portfolio is expanding to meet the unique needs of each application. SANCO2's HPWH solutions are crafted to optimize space, cost, system performance, reliability and design flexibility.

The Heat Pump Water Heater market is growing in North America – and we need YOU! We are launching several groundbreaking SANCO2 products that will significantly broaden our portfolio, enhance system performance and maximize installation versatility. Join ECO2 Systems and step into the future of water heating — where eco-friendly meets high-performance technology.

To learn more about ECO2 Systems, visit our website at [www.eco2waterheater.com](http://www.eco2waterheater.com)

### **JOB DESCRIPTION:**

You will provide technical support to various customers including product specifications, installation support, training, plumbing layout, troubleshooting, and startup of heat pump water heater systems in residential and commercial applications. Ideal candidates will have a sound understanding of heat pump water heater system operation and experience supporting such products.

### **JOB RESPONSIBILITIES:**

- Handle technical support related inquiries including phone calls and emails.
- Participate in engineering related meetings with customers, engineers, architects, contractors, installers, sales representatives and others in support of new business opportunities and projects in progress.
- Provide product specifications and submittals to customers as required.



- Assist with preparation of piping diagrams, installation manuals, and other engineering related documents.
- Document and maintain the maintenance and service manuals.
- Estimate hot water demand and determine system size requirements for commercial jobs as per customer request.
- Coordinate meetings with local sales and companies to promote SANCO2 products.
- Support piping layout analysis and review root cause for warranty issues as requested by Eco2 Systems.
- Assist troubleshooting of residential and commercial applications.
- Provide Training Sessions to certify Contractors in Residential and Commercial applications.
- Provide training for distributor personnel.
- Perform system start-up for SANCO2 systems and maintain project documentation
- Assist in new product development and certification testing

#### **QUALIFICATIONS AND REQUIREMENTS:**

- Bachelor's degree in engineering preferred
- 3-5 years' experience with plumbing and water heaters
- Understanding of heat pump water heaters
- Problem-solving skills
- Customer-service mindset
- Proficient in the use of Outlook, MS word, Excel and PowerPoint

#### **REPORTS TO:**

John Miles, Co-founder and technical leader

#### **CONTACT/APPLICATION INFORMATION:**

To be considered for our Technical Support Specialist role, please submit your resume or LinkedIn profile to [john.miles@eco2systemsllc.com](mailto:john.miles@eco2systemsllc.com). If we accept your application, we'll be in touch to schedule an interview. We look forward to hearing from you.