



HVAC / MEP Expert (3-Month Contract)

XOi Technologies, one of the fastest growing startups in Nashville, is changing the way field service companies capture data, create efficiencies, collaborate with their technicians, and drive additional revenue through the use of the XOi platform.

XOi is seeking a detail-oriented HVAC / MEP Expert for a 3-month contract to work alongside the XOi analytics team. As part of our goal to help contractors bridge the growing skilled trades gap, we are in the process of leveraging machine learning to enable our platform to understand language specific to the MEP trades (mechanical, electrical, and plumbing). A large part of this process requires having someone on staff with a deep understanding of the industry language to effectively mark up service tickets submitted by customers and provide recommendations to help the system learn. If the position overview below describes you, please email your resume to careers@xoi.io for consideration.

Responsibilities:

- Review information from service tickets and accompanying voice transcriptions to mark up specific symptoms, issues, and fixes present in the data.
- Search the XOi knowledge base for relevant HVAC technical documents, correlating those with appropriate HVAC equipment from captured data plate images.
- Provide recommended fixes based on stated symptoms and asset info.
- Provide general industry expertise and guidance to the larger XOi analytics team.
- Review and approve voice transcriptions provided by algorithms or other people.
- Provide feedback regarding data quality to the analytics team.
- Read and verify results from computer vision algorithms.
- Identify opportunities for process improvement.

Requirements:

- 5+ years as an HVAC technician.
- Computer literacy.
- Attention to detail.
- Experience with spreadsheets.

Nice to Have:

- Experience training and mentoring HVAC technicians.

You'll experience:

- Being a key part of a fast-growing software company where you can make a difference.
- Flexible work hours.
- Work in the historic and centrally located Marathon Village in Nashville, TN.
- Participate in team outings, events, and general fun!
- Help change an industry by serving the men and women that make our world turn.