

Support Services Manager (m/f/d)

Location: Erlangen, Germany

About Fluence

Fluence, a Siemens and AES company, is the leading global energy storage technology solutions and services company that combines the agility of a fast-growing technology company with the expertise, vision, and financial backing of two industry powerhouses. Building on the pioneering work of AES Energy Storage and Siemens energy storage, Fluence's goal is to create a more sustainable future by transforming the way we power our world. The company offers proven energy storage technology solutions designed to address the diverse needs and challenges of customers in a rapidly transforming energy landscape, providing design, delivery and integration in over 160 countries. Fluence works closely with customers throughout their journey and provides advisory, financing, and project lifecycle services.

Job Description

Fluence seeks a Support Services Manager to join the team based in our office in Erlangen (Germany), whose main business is to act as a support interface with all Energy Storage projects across a defined Region. The individual will be directly responsible for multiple support efforts depending on life cycle stage of project and will span commissioning to Post COD support. Areas of focus will be: Co-development and execution of ES Ops processes/documentation, New Project Deployment Support and post COD support including issue identification and resolution, Project Reporting and Analytics.

Responsibilities

The Support Services Manager will

- Lead Battery Energy Storage Array O&M training efforts of new owners and 3rd party service providers
- Represent Fluence Energy Services by acting as the primary point of contact with operating projects in the field thereby facilitating new issue identification & resolution
- Manage multiple 3rd party service vendors in the safe execution of O&M services across contracted projects
- Identify new issues affecting product performance or Fluence Energy Service and Support business performance, develop plans for resolution, socialize, execute resolution and follow up to ensure sustainable

- Develop of Fluence Energy Service Support processes and technical documentation including Standard Operating Procedures and training manuals; in this capacity act to continuously improve existing documentation and update publishing
- Support the development, deployment and use of Fluence Energy Services Analytical tools in order to provide & trend Key Performance Indicators, Maintenance Indicators & Advanced System Performance Analysis
- Support, lead and facilitate internal and external Root Cause Analysis and Management of Change
- Lead technical troubleshooting support for Energy Storage customers in areas spanning IT, Networks, SCADA, Controls, Components and Process failures
- Facilitate site support by interfacing with O&M suppliers in areas concerning parts supply & warranty execution
- Assist in the development & deployment of asset management strategies for customer assets
- Drive proactive and reactive maintenance execution in Fluence Energy managed projects defined asset management strategies while incorporating a continuous improvement approach
- Drive and own O&M Service Business performance across key business metrics (Safety, Finance, Maintenance etc.)

Qualifications

- Undergraduate degree required with strong preference for technical degree (BSEE, BSME, BSCE, Chemistry, Physics, Math)
- At least 10 years related experience in electric utility or independent power producer experience within generation, operations, technical teams (Coal, Gas, Solar, Hydro, Wind)
- Proven track record of technical problem solving using a structured approach and complex analytics (Lean Six Sigma, 8D, PDCA); ability to adapt to dynamic conditions and stay focused/execute on goals
- Leadership and direct experience in developing and deploying instructional documentation
- Advanced troubleshooting experience with electrical components and network systems
- Experience implementing formalized electronic maintenance management processes
- Experience negotiating and managing contracts with 3rd party service providers
- Highly developed interpersonal skills with ability to interface with a strong customer mindset

- Deep planning, organizing and coordination experience
- Project Management, meeting leadership and facilitation experience
- Excellent MS Office capabilities, SCADA and MODBUS experience; SAP or equivalent reporting experience a plus
- Physical fitness and unrestricted vision are mandatory requirements
- Valid driver's license and willingness to travel up to 50% of time
- Fluent in written and spoken English and German
- Passion for your work, strong communication skills, a positive attitude, structured and dedicated way of working are a matter of course for you

This is how you get in contact with us - simply and directly

fluenceenergy.com

If you want to know more about our company before applying Contact person of this job advertisement is Mrs. Martina Franz:

careersgermany@fluenceenergy.com

We value equal opportunities and look forward to applications from people with disabilities.