

Field Services Engineer EMEA (m/f/d)

Location: Erlangen, Germany, UK, Amsterdam or Remote

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 Field Services Engineer to join the team based in our office in Erlangen, Germany. The purpose of the Field Service Engineer is to provide product support to internal and / or external customers for Fluence technical platforms both in and outside of Long-Term Service Agreements.

Responsibilities

The Field Services Engineer will

- Demonstrate and ensure Safe Operations & Maintenance activity within ES sites per Fluence Safety Management Plan, Policies, Procedures.
- Work closely with customers to ensure timely, professional and effective response to customer service needs.
- Support customer training during commissioning and as needed.
- Provide onsite diagnostic, troubleshooting and hands on technical support.
- Assist Area Services Manager in active management of 3rd party service contractors.
- Lead Quality Control activities of completed work per Quality Plan.
- Manage & own safe maintenance works using CMMS and performance metrics for each site assigned per training and directions by Area Service Manager.
- Maintain physical inventories, tools & equipment and assigned assets professionally.
- Ensure and support active use of company policies & procedures including: Management of Change, Root Cause Analysis, Inventory Management, Procurement, Peer Review and Benchmarking.
- Successfully work with internal peers including: 24/7 Operations, Performance Analyst, Deployment and Product Development Teams.
- Other duties as assigned by Support Services Manager.

Required Qualifications

- Bachelors' degree Electrical Engineering or equivalent preferred (scientific, technical, engineering or mathematical field). Alternatively, combination of experience and 2 years technical certificate.
- At least 5 years industry experience in the field required (Utility, Wind, Solar, or Thermal energy equipment supplier).
- Must possess a strong customer service mindset and a desire to take on tough and challenging projects.
- Must be a strong communicator (written and verbal) and fluent in English and German.
- Demonstrated proficiency using MS Office Tools (Word, Excel, PowerPoint, Visio).
- Previous experience with SAP and CMMS preferred.
- Passion for your work, and communication skills such that your passion motivates colleagues, clients, suppliers, and contractors.
- Independence, flexibility and self-motivation with high social competence and the willingness to take chances and risks.
- Valid driver's license and willingness to travel up to 50% of time (occasionally on short notice).
- Ability to lift 50 lbs / 22kg

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

fluenceenergy.com

Please send us your complete application documents including language skills, education certificates, work references and cover letter at careersgermany@fluenceenergy.com.

Only complete application documents can be considered.

Fluence Energy **IS AN EQUAL OPPORTUNITY EMPLOYER** and fully subscribes to the principles of Equal Employment Opportunity, to ensure that all applicants and employees are considered for hire, promotion, and job status without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, marital or familial status.