

## Field Service Engineer

Location: Manila, Philippines

### 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.

We are seeking people for our team who thrive in a fast paced, startup environment, are ready to grow with the company, and willing to demonstrate deep ownership of their work as we continue to build the most resilient, clean, and cost-effective power system.

Fluence is looking to for a Field Service Engineer to join the team based in our Philippines Office.

### Responsibilities

- Exemplify and ensure Safe Operations and Maintenance activities within ES sites per Safety Management Plan.
- 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.
- Develop subject matter expertise on hardware/software systems – operate as primary POC for all customer needs.
- Assist Support Services Manager in active management of 3<sup>rd</sup> party service contractors.
- Lead Quality Control activities of completed work per Quality Plan.
- Facilitate and participate in formal maintenance management of ES sites through CMMS tool.

- 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 Analysis, Deployment and Product Development teams.
- Create professional quality reports for internal stakeholders and external customers.
- Role will have periodic on-call 24/7 support of external customers.
- Other duties as assigned.

## Qualifications

- Bachelors' degree Electrical Engineering or equivalent required, or combination of experience and 2-year technical certificate accepted.
- 5 years industry experience required (Utility, Wind, Solar, or Thermal energy equipment supplier).
- Demonstrated experience guiding safety efforts in an operational setting.
- Must possess strong customer service mindset and a desire to take on tough and challenging projects
- Strong communicator (written and verbal)
- Demonstrated proficiency using MS Office Tools (Word, Excel, PowerPoint, Visio)
- Demonstrated proficiency in Linux.
- Previous experience with NetSuite.
- Ability to travel up to 50% of time, occasionally on short notice.
- NFPA 70E training preferred.

Qualified candidates are requested to submit a resume and cover letter at [careersphilippines@fluenceenergy.com](mailto:careersphilippines@fluenceenergy.com)