

## Senior Services Engineer

Location: Arlington, VA, or Continental US

### ABOUT FLUENCE

Fluence, a Siemens and AES company, is the global market leader in energy storage technology solutions and services, combining the agility of a technology company with the expertise, vision and financial backing of two well-established and respected industry giants. Building on the pioneering work of AES Energy Storage and Siemens energy storage, our goal is to create a more sustainable future by transforming the way we power our world. Providing design, delivery and integration, Fluence offers proven energy storage technology solutions that address the diverse needs and challenges of customers in a rapidly transforming energy landscape.

Fluence currently has more than 2.4 gigawatts of projects in operation or awarded across 24 countries and territories worldwide. We topped the Navigant Research utility-scale energy storage leaderboard in 2018 and were named one of Fast Company's Most Innovative Companies in 2019. In 2020, our sixth-generation Tech Stack won Commercial Technology of the Year at the 22<sup>nd</sup> annual S&P Global Platts Global Energy Awards.

### Leading

Do others come to you for your subject matter expertise? Are you excited by the challenge of working in a start-up atmosphere with a purpose?

### Responsible

Fluence is defined by its unwavering commitment to safety, quality, and integrity. We take personal ownership in what we do, developing trust in our relationships with internal and external stakeholders. We firmly believe in having honest, forthcoming, and fair communications. In this role you will:

- Manage team of Field Service Engineers and subcontractors.
- 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.
- Management of 3rd 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.

## Agile

Here at Fluence, we strive to continuously improve, be intellectually curious and be adaptive to our customers and employee's needs. Collaboration is key, both in our partnerships with our customers, and with each other. Fluence prioritizes the most critical efforts that allow for the greatest impact. As a qualified candidate you have the following:

- Bachelors' degree Electrical Engineering or equivalent required, or combination of experience and 2-year technical certificate accepted.
- Prior experience managing a growing team
- 5+ years managing customer relationships
- 8-10 years industry experience required (Utility, Wind, Solar, or Thermal energy equipment supplier).
- Demonstrated experience leading 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.

## Fun

Working on transforming a fundamental part of our society is exciting and fulfilling. It requires creativity, diversity of ideas and backgrounds, and building trust to effect change and move with speed. We respect our coworkers and customers. We listen to what others have to say, and we are inclusive.

We are seeking individuals 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.

## **GET IN TOUCH**

Please send your resume and cover letter to [careers@fluenceenergy.com](mailto:careers@fluenceenergy.com).

Fluence 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, veteran status, sexual orientation, marital or familial status.