

CUSTOMER SERVICE ELECTRICAL ENGINEER

Mitsubishi Power Aero LLC, Glastonbury, CT

About Mitsubishi Power Aero LLC

Mitsubishi Power Aero LLC is headquartered in Glastonbury, Connecticut, USA, and is a group company of Mitsubishi Power Americas, Inc. Mitsubishi Power Aero is the OEM and the exclusive provider of aero-derivative gas turbine packages based on the advanced technology of Pratt & Whitney® proven aircraft engines. For over 60 years, Mitsubishi Power Aero products and services have been the innovative solutions that our global customers require to deliver reliable, affordable electricity to their consumers.

Our customers rely on us to offer a true partnership for the entire life cycle of their gas turbines and to provide the best advice, monitoring, upgrades, retrofits, and repairs available to keep their operations running smoothly. We offer a rare level of customization, hands-on service, and responsiveness. Speed, flexibility, and durability are hallmarks of our products and customer support, as well as our culture.

Mitsubishi Power Aero has installed more than 2,000 gas turbines in over 50 countries. Our portfolio of aero-derivative gas turbine engines offers competitive, efficient, and flexible products that generate 30 to 140 MW of power in peaking, baseload, and on-demand power applications. As the demand for power expands, and more intermittent sources of power are introduced to power grids, Mitsubishi Power Aero will continue to play a vital role in providing energy security to customers worldwide.

We integrate resources and create synergies with other Mitsubishi Power companies, allowing us to deliver optimized technical and commercial solutions. Customers respect our rich heritage as an innovator and value our financial stability as part of Mitsubishi Heavy Industries Group, a global leader in energy. Mitsubishi Power Aero cultivates the full potential of employees to advance engagement, personal growth, and organizational goals. Connect with us at aero.power.mhi.com or [LinkedIn](#).

Job Summary

The **Customer Service Electrical Engineer** has deep technical expertise in power generation systems and OEM package design to join the expanding electrical team supporting our aftermarket service business. This role requires a highly experienced engineer to serve as the technical resource for customer and Field Service electrical and controls issues involving gas turbine generator packages, control systems, and auxiliary equipment. The successful candidate will work with customers, Aftermarket Service, Field Service, and the broader Engineering organization to troubleshoot field issues, develop aftermarket solutions, support proposals, and drive technical issues to resolution. Expertise with Woodward MicroNet™, Allen Bradley PLCs, AVR/excitation systems, generator systems, and breaker control circuits (AC/DC) is essential.

Key Responsibilities

- Serve as the primary technical interface for customers and Field Service on electrical and controls-related issues.
- Assess customer problems and lead troubleshooting and root-cause investigations.

- Develop corrective actions and technical recommendations, and communicate findings and solutions to customers and internal stakeholders.
- Provide remote and on-site technical support during troubleshooting, outages, start-ups, commissioning, and other field activities; provide customer and field feedback to Engineering
- Identify recurring issues and work with Engineering to develop standard solutions, fleet-wide corrective actions, and product improvements.
- Support technical bulletins, service advisories, retrofit recommendations, and engineering changes resulting from field experience.
- Work with the Aftermarket Service team and Engineering to develop technical scopes and proposals for retrofit, modernization, and service opportunities.
- Evaluate customer requirements and existing equipment to define modifications, upgrades, replacement components, engineering requirements, and technical risks.
- Provide technical input for controls, MCCs, breakers, protection, generator/excitation systems, instrumentation, and electrical distribution for new, retrofit, and upgrade applications; develop and review electrical drawings.
- Interface with Woodward Micronet, Allen Bradley, SIMATIC, and Vernova control systems, and integrate AVR/excitation, protection, and field instrumentation.
- Support FAT, SAT, commissioning, and engineering change activities, as required, ensuring deliverables comply with applicable standards and customer requirements.

Qualifications and Experience

- Bachelor's degree in electrical engineering; master's degree preferred
- Minimum 12 years of relevant experience in power generation, OEM systems, industrial electrical design, or aftermarket/service engineering
- Experience troubleshooting power-generation equipment and working with customers and/or Field Service organizations
- Strong experience with Woodward MicroNet, Allen Bradley, and other PLC/DCS platforms
- Experience with breaker control circuits, protection systems, AVR/excitation systems, gas turbine auxiliary controls, and field instrumentation
- Proficiency with AutoCAD Electrical, Eplan, or similar CAD tools
- Experience with commissioning, FAT/SAT, and root cause analysis
- Solid understanding of generator controls, power distribution, and protective relaying; familiarity with SEL, Multilin, or ABB protection relays favorable
- Experience developing technical scopes and supporting aftermarket retrofit or modernization proposals
- Experience with legacy equipment, obsolete-component replacement, installed-base issue tracking, or continuous improvement desirable
- Strong analytical, problem-solving, and customer-facing communication skills

Additional Requirement

- Up to 25% domestic and international travel may be required
- Willingness to support business-critical support needs outside of standard working hours