

FIELD SERVICE MANAGER, NORTH AMERICA

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 **Field Service Manager, North America** is the primary driver of execution excellence for the FT8® and FT4000® aero-derivative gas turbine fleet in North America. Reporting to the Director, Global Field Services, this role manages the full project life cycle of a field service job starting at the point of sale. Serving as Mitsubishi Power Aero's primary headquarters lead for field service operations, this manager is responsible for resource planning, including personnel and specialized tooling, mobilizing and organizing field teams, and ensuring projects are delivered safely, on schedule, and within quality cost objectives.

Job Requirements

- **End-to-End Project Execution:** Lead the seamless transition from point of sale to field execution; own field work from "turnover" through to final field completion and customer sign-off.
- **Mobilization and Logistics:** Produce and deploy comprehensive mobilization instructions. Ensure all "project launch" activities, including site-specific requirements, tooling, and travel logistics, are finalized before boots hit the ground.
- **Daily Field Oversight:** Monitor daily field service activities. Working closely with the Customer Service Manager (CSM), act as primary point of escalation for field engineers to resolve site challenges and maintain schedule integrity.
- **Workforce Management and Success:** Optimize field service resource requirements by aligning personnel with project requirements, technical expertise, and geographic location.
- **Leadership and Coaching:** Lead training efforts in the overhaul shop and the field. Ensure all team members are equipped with the technical knowledge and safety protocols required to support the fleet.
- **Competency Tracking:** Continuously maintain and assess workforce competencies to identify skills gaps, support succession planning, and develop targeted training initiatives.
- **Quality and Financial Performance:** Foster a first time quality culture by preparing thoroughly prior to job commencement and conducting post-project, lessons-learned reviews with customers and internal stakeholders. Implement continuous improvement initiatives to reduce rework, warranty claims, and overall cost of quality.

- **Margin Integrity:** Manage the field service budget for North America, ensuring revenue and margin targets are met through efficient resource utilization.
- **Contract Management:** Act as the primary contract manager for subcontractors, conducting annual quality reviews and ensuring performance aligns with Mitsubishi Power Aero standards.
- **Strategic Collaboration Internal Synchronization:** Collaborate with Spare Part Sales, Engineering, Procurement, and Finance departments to ensure FSRs have the support needed to execute without delays.
- **Voice of the Customer (VoC):** Listen to field feedback and customer-facing teams to recommend product or service improvements that increase plant reliability and performance.

Qualifications and Experience

- Bachelor's degree in mechanical engineering or related discipline from an accredited college or university or equivalent vocational training
- 15+ years in power generation field services, with preference given to experience with FT8® and/or FT4000® aero-derivative gas turbines; experience with other aero-derivative or heavy frame gas turbines may be considered
- **Leadership:** Proven track record of managing multi-disciplinary teams and customer-facing projects
- **Field-First Mindset:** Deep understanding of the "life of a field engineer"; know what they need to be successful before they ask for it
- **Communication Mastery:** Ability to host effective proposal kickoffs, interim reviews, and executive-level briefings with data-based succinctness
- **Systems Proficiency:** Strong command of MS 365 and SAP

Additional Requirements

- **Logistics**
 - North America primary area of operations, but able and willing to travel globally occasionally
 - must be a U.S. citizen or legal resident with a valid passport
 - must live near a major airport to support frequent domestic and international mobilization, including travel to corporate headquarters periodically
 - up to 65% travel
- **Physical:** Able and willing to work in remote and industrial environments, including off-hours and weekends
- **Strategic Thinker:** Capacity to transition from "doing the work" to "building the program"
- **Independent:** Proven ability to work safely and effectively with minimal direction in a procedure-driven environment
- **Communication:** Strong written and oral skills; capable of presenting technical data to Engineering and financial updates to executive leadership