

FIELD SERVICE REPRESENTATIVE

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 Representative** (FSR) has a critical, high-impact role responsible for the installation, maintenance, and expert troubleshooting of Mitsubishi Power Aero aero-derivative gas turbines and auxiliary equipment for global customers. Serving as a vital technical lead, the FSR works both independently and within collaborative teams to ensure peak equipment performance and uninterrupted energy production. This position requires a dedicated professional capable of managing up to 95% domestic and international travel, based in Glastonbury, CT, or remotely. The successful candidate will drive a "zero call-back" culture by delivering high-quality inspections, technical reporting, and leadership of technicians and subcontractors on site. By bridging the gap between field operations and engineering, the FSR ensures operational excellence, reduced cycle times, and the highest industry safety standards across all global service activities.

Job Requirements

The successful candidate must be a highly adaptable technical expert capable of maintaining constant availability to respond to critical customer needs with a 95% travel capacity. The FSR will serve as the primary lead, responsible for total system-level troubleshooting of complex mechanical, electrical, and control problems across multiple equipment platforms. This role requires a unique blend of "boots-on-the-ground" technical mastery and corporate professionalism, as he/she will be expected to lead diverse teams, interpret complex technical documentation, and collaborate directly with internal engineering and commercial departments to ensure global fleet availability and customer satisfaction.

- **Global Field Leadership:** Lead and direct troubleshooting, scheduled maintenance, and major component replacements on site, often acting as the sole company representative in remote and sometimes offshore locations.
- **Technical Advisory:** Provide expert O&M guidance to customers, including maintenance planning, spares provisioning reviews, and implementing service bulletins
- **Administrative Diligence:** Ensure timely and accurate submission of comprehensive daily activity reports (DARs), daily status briefs, and technical data entries into a centralized fleet database.

- Collaborative Liaison: Work closely with internal service and engineering teams to resolve multifaceted process problems and provide feedback on retrofit projects.
- Client Management: Build and maintain strong working relationships with customer technicians and management, effectively influencing stakeholders to adopt equipment upgrades and improvements.
- Operational Planning: Ability to develop work breakdown structures, interpret Microsoft Project schedules, and coordinate the labor and materials required for site preparation with minimal supervision.
- Communication Mastery: Exceptional ability to communicate highly technical ideas and training subjects through written reports and verbal presentations to technical and non-technical personnel.
- Safety and Compliance: Maintain a rigorous commitment to quality systems and safety protocols, ensuring all activities are consistent with global industry standards and company policies. Serve as a secondary verification point to confirm tooling readiness and conduct site audits using company systems to identify safety, tooling, and compliance gaps prior to work execution.

Qualifications and Experience

- Bachelor's degree in engineering (BSE/BSME) or associate degree with 2+ years of industrial experience or a high school diploma or equivalent with 10-15 years of relevant industrial/military experience
- Gas Turbine Mastery: Extensive technical experience operating and maintaining gas turbines, with a deep emphasis on "systems" knowledge
- Advanced Troubleshooting: Proven proficiency in mechanical, electrical, and control system troubleshooting, including HMI hardware and software
- Specialized Tooling: Expert-level proficiency in borescope inspections, prime mover equipment removal and installation, and precision alignments
- Analytical Problem Solving: Ability to troubleshoot logically at the subsystem and system levels using identifiable, data-driven techniques
- Customer-facing Success: Demonstrated track record of managing customer requirements and coordinating resources to meet deadlines in the field
- Communication Excellence: Highly developed interpersonal and influencing skills with the ability to navigate differences of opinion
- Technical Documentation: Experience with interpreting technical drawings and authoring precise reports, procedures, and datasheets
- Continuous Learning: Documented history of maintaining up-to-date knowledge of evolving turbine technology and industry standards
- Language Skills: Proficiency in English is required (speaking and writing); multi-language skills (specifically Spanish or French) are an excellent complement

Additional Requirements

- Global Mobility: Willingness and ability to travel up to 95% of the time to domestic, international, onshore, and offshore locations
- Schedule Flexibility: Ability to adjust schedule as needed to meet customer and operational requirements
- Autonomy: Proven ability to work effectively with limited direction and perform under pressure in remote environments
- Safety and Ethics: Behavioral alignment with company values and a steadfast commitment to high quality and safety standards
- Business Support: Willingness to support aftermarket business needs and technical preparatory work when not dispatched to customer sites
- Client Representation: Ability to represent the company professionally at site meetings and within collaborative industry groups