



Field Service Engineer

The Role:

Tesla is looking for an experienced and dynamic Field Service Engineer to work in one of the most progressive companies in the world. We are seeking an experienced service Engineer with excellent oral and written communication skills to work within the Energy Products team. Tesla needs a diversely talented and highly mobile technician ready to move quickly in order to keep our systems fully operational. The primary job is to service, troubleshoot, or upgrade stationary battery equipment and Tesla charging infrastructures as needed. Applicants should be self-motivated team players with a positive attitude! As stated, this role will require a significant amount of travel set around the service and upkeep our stationary battery network.

Responsibilities:

- Assist business development team on technical discussion and site inspection.
- Liaison with contractors/customers to oversee installation of Tesla Supercharger and Energy system.
- Troubleshoot and repair equipment as defined by the service engineering team.
- Be ready to travel for extended periods of time covering multiple locations.
- Perform complex and precise electro-mechanical debug, rework and repair.
- Perform tasks requiring a high level of skill and patience.
- Comfort working with Extra-High Voltage while maintaining a safety focus.
- Operate a variety of hand tools, power tools, diagnostic and measuring equipment (including DMMs and oscilloscopes).
- Develop and follow best practices and procedures for various maintenance activities related to Tesla Energy equipment.
- Maintain high levels of communication and feedback within the Tesla Energy service organization; prepare daily updates of work completed, problems identified, and future timelines.
- Have flexibility to provide support outside your region and possibly outside the country as required.
- Perform other related duties as assigned per our growth and diversity across applications.

Requirements:

- (Optional in Taiwan) Certified Electrician (Level B technician for one of following operation. industrial wiring work, interior wiring work, power distribution wires installation and repair or transforming equipment installation & repair.) [PFF (1)]
- Minimum 3+ years' electrical experience' within the Commercial, Industrial or Utility sector. (Solar/Wind experience is preferred)
- MV, HV and/or EHV experience is a plus.
- SCADA experience is a plus.
- Must be able to work from complex and detailed documentation and/or verbal and written instructions depending on situation.
- Strong computer skills. Comfort with Microsoft office and cloud-based computing programs. Ability to communicate and function well in a mobile office setting.
- Ability to read and understand manufacturing instructions, electrical diagrams, and mechanical drawings

- Must be reliable, have good initiative, committed, and quality focused.
- Willingness to work outdoors, on the road, at unusual hours.
- Ability to lift 20-25kg.
- Valid driver's license required.
- Knowledge of operation and maintenance of a wide variety of hand and power tools, shop tools, test equipment.
- Ability to follow oral and written instructions in English.
- Ability to establish and maintain cooperative working relationships with those contacted in the course of work, including the public.
- Ability to effectively handle multiple priorities, organize workload, and meet deadlines.
- Ability to maintain and perform top level professional integrity and appearance.

Attitude and Approach:

- Love to change the status quo and work well in high-pressure situations. Exceptional prioritization and time management skills are essential for success.
- Be strategic and proactive. You must think and plan ahead to give you and the team the highest chance of success at all time.
- Be self-aware, flexible and open-minded.
- Possess a rare combination of critical thinking, hands-on problem solving, and a safety mindset.
- Our Energy Products Service team must deliver excellent results and provide an exceptional service to our clients and customers.
- Customer focused : Our customers are changing the world, and it is your responsibility to exceed their expectations of what a service experience should be. We expect you and the team work together in developing appropriate standards and processes to continuously elevate the overall service experience.
- Operational excellence : As a Field Service Technician, you must understand and own every aspect of your on-site performance. You will be responsible for driving continuous improvements to facilitate exceptional team output and customer service. We expect you to champion safety, efficiency, quality, and overall excellence particularly whilst onsite.
- People : Within this role you will work with various internal and external interfaces. We expect that you will be able to work with and at times shares best practices to ensure we work together and be operationally seamless.
- Team Player : You will be 'hands on' with everything up to and including Utility scale Powerpack applications including Extra High Voltage.
- Our Service team acts in the best interest of Tesla at all times. You must have a passion for our mission, our people, and our customers.
- Technical acumen is required – you must develop an expert knowledge of all Tesla products, as well as Service systems, processes, and procedures.