

## Service L1 Product Support Engineer 【風力タービンに関するインシデント確認・報告】

発電機/コンバータ/変圧器など|英語での顧客対応あり

### Job Information

**Hiring Company**

Siemens Energy

**Job ID**

1574429

**Division**

Wind Power, Onshore

**Industry**

Petrochemical, Energy

**Company Type**

Large Company (more than 300 employees) - International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards, Shinagawa-ku

**Train Description**

Toei Oedo Line, Shiodome Station

**Salary**

7 million yen ~ 9 million yen

**Work Hours**

8:00~17:00 (所定労働時間8時間)、休憩60分、フレックスあり (コアタイム無)

**Holidays**

完全週休2日制 (土・日)、祝日、夏季休暇、年末年始休暇 等

**Refreshed**

May 8th, 2026 01:00

### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

**«Job Description & Position Highlights»**

- Product support services as the primary technical contact for wind turbines, including failure analysis and recovery assistance
- The rewarding opportunity to directly contribute to social infrastructure by supporting the stable operation of renewable

- energy
- The appeal lies in continuously enhancing technical skills and problem-solving abilities through collaboration with global teams
- An environment enabling long-term growth under flexible work arrangements and comprehensive learning/benefits programs

### **[Job Responsibilities]**

#### **■A Snapshot of Your Day**

A typical day in this role involves providing first-level technical support for wind turbines, acting as a bridge between service engineering and both internal and external customers. You'll handle basic troubleshooting for electrical, mechanical, software, and documentation issues, coordinate with local and headquarters teams to resolve problems quickly and respond swiftly to turbine shutdowns. The day may also include supporting the implementation of performance-improving solutions, assisting with new turbine commissioning, analyzing fault data, and ensuring compliance with safety and environmental standards. Occasionally, you may travel on-site to address urgent issues or support new tool rollouts, always focusing on efficient problem-solving and customer satisfaction.

#### **■How You'll Make an Impact**

- Provide fast and effective first-level troubleshooting for wind turbine issues, including but not limited to electrical issues, mechanical issues, software issues, documentation issues and spare parts issues of multi-platform wind turbine
- Coordinate resources between local teams and headquarters to accelerate problem resolution and deliver efficient solutions.
- Support the implementation of retrofits and new solutions that enhance turbine performance and reliability.
- Assist in analyzing turbine availability and fault data, identifying trends, and recommending actions to prevent future issues.
- Assist in the new tools/applications rolling out in the region.
- Support the commissioning of wind turbines.
- Provide documentation and spare parts-related service to both internal and external customers.
- Protection of intelligence property during knowledge delivery to external customer.
- Ensure safety and environmental requirements are complied.

#### **■Rewards/Benefits**

- Attractive remuneration package (fixed/variable)
- Comprehensive health and wellness benefits.
- Opportunities for professional development and continuous learning!
- Flexible work arrangements to support work-life balance!
- Inclusive and collaborative work environment.
- Employee recognition programs that celebrate success.
- Corporate defined contribution pension plan.

#### **■About the Team**

We are an international team of experienced professionals from diverse areas, working together to ensure reliable wind turbine service and support Siemens Gamesa's mission of making renewable energy accessible. We learn from each other, share knowledge, and provide strong mutual support while driving innovation, customer satisfaction, and operational excellence for APAC region.

#### **■Who is Siemens Energy?**

At Siemens Energy, we are more than just an energy technology company. With ~100,000 dedicated employees in more than 90 countries, we develop the energy systems of the future, ensuring that the growing energy demand of the global community is met reliably and sustainably. The technologies created in our research departments and factories drive the energy transition and provide the base for one sixth of the world's electricity generation.

Our global team is committed to making sustainable, reliable, and affordable energy a reality by pushing the boundaries of what is possible. We uphold a 150-year legacy of innovation that encourages our search for people who will support our focus on decarbonization, new technologies, and energy transformation.

Find out how you can make a difference at Siemens Energy:

<https://www.siemens-energy.com/employeevideo>

#### **■Our Commitment to Diversity**

Lucky for us, we are not all the same. Through diversity we generate power. We run on inclusion and our combined creative energy is fueled by over 130 nationalities. Siemens Energy celebrates character – no matter what ethnic background, gender, age, religion, identity, or disability. We energize society, all of society, and we do not discriminate based on our differences.

#### **雇用条件**

正社員(試用期間6か月)

#### **勤務地**

本社 東京港区東新橋1丁目9番1号東京汐留ビルディング14F  
最寄駅 各線汐留駅 徒歩9分

#### **給与**

想定年収700万円～950万円

月給¥580,000～ 基本給¥580,000～を含む/月

賞与実績:年2回

【諸手当】

- ・ 通勤手当 (会社規定に基づき支給)

- ・残業手当（残業時間に応じて別途支給）

#### 福利厚生・制度

- ・社会保険完備（健康保険 厚生年金保険 雇用保険 労災保険）
- ・家族手当
- ・住宅手当
- ・退職金制度
- ・財形貯蓄制度
- ・リフレッシュ/結婚/忌引/産前産後での休暇制度有

\*寮・社宅はありませんが住宅手当のサポートは完備しています。

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#### Required Skills

##### 応募必要条件

- ・産業分野で5年以上の実務経験  
L送電網、変電所、従来型発電所、再生可能エネルギー発電所(発電機・コンバーター、変圧機)の営業支援、運用、試運転、トラブル対応などの現場業務経験

採用人数：1名

##### 選考プロセス

書類選考→面接3回→内定

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#### Company Description