

# Engineer, Diagnostics Operations Center (DOC)

Location: Heathrow, FL / Hybrid

## About Prevalon

Prevalon Energy LLC (Prevalon), a Mitsubishi Power Americas and EES joint venture, is a leading global energy storage technology and services company that is empowering companies to deploy flexible energy solutions and accelerate a more sustainable energy future.

With 10 years of global battery energy storage experience and over 4 GWh of utility-scale battery energy storage projects deployed, Prevalon develops an end-to-end integrated battery energy storage solution that delivers throughout the entire lifecycle of your project and ensures performance.

Working with our customers to develop a solution to meet the demands of their energy system today and into the future, we are grounded by the principles of commitment, reliability and expertise to guide our decision making, design philosophy, and relationship building.

## Our Culture and Values

### Responsibility

Safety is at the core of everything we do. From the well-being and health of people to the quality of the products we develop and implement, sustainability is the foundation of our operations. Our expertise guides our decision-making and design development, and lives at the core of our mission.

### Community

People are the focus and heartbeat of what we do. We prioritize the well-being of our customers, employees, and communities we work with. Through teamwork, collaboration, and open communication, we work together to continuously innovate.

### Innovation

We value and encourage creativity in the ways we work and are always forward thinking. We embrace diversity of thought and adapt to emerging trends and technologies. We recognize the importance of respecting traditions but not beholden by them.

### Accountability

We are focused on taking responsibility and ownership for our actions and decisions. We deliver on promises in a transparent and reliable manner. We are accountable in our commitment to sustainable practices and products.

## Job Summary

The Diagnostic and Operations Center (DOC) Engineer reports to the DOC manager and is primarily responsible for diagnosing issues with individual pieces of plant equipment and performing sub-equipment operations during periods of failure or maintenance. Each DOC Engineer is responsible for overseeing the operation and maintenance of multiple BESS sites. In service of this prime function, the Engineer also maintains existing software tools and infrastructure to enable the monitoring and evaluation of plant equipment.

## Essential Duties & Responsibilities

Essential duties and responsibilities include, but are not limited to the following:

- Proactively monitors live and historical operational data of BESS.
- Investigates and diagnoses control system alarms, instrumentation anomalies, protective actions, and predictive/reactive monitoring tool alerts.
- Records outages and issues in the DOC journal for tracking and dispatching of field support teams.
- Supports field operations via phone, text, and email communications.
- Communicates with customers to inform them of outages, issues, remediation, or planned maintenance.
- Interprets technical drawings, control logic, procedures, vendor manuals, and other relevant documentation to resolve operational / reliability issues.
- Provides root-cause analysis and assist in providing operations reports to Long-Term Service Agreement (LTSA) program managers and customers upon request.
- Assists in the creation of troubleshooting documentation and root-cause analysis tools.
- Adapts and implements new strategies / tools to enhance the remote monitoring capability and function of the DOC.
- Maintains and/or flags issues with the SCADA infrastructure.
- Infrequent travel to sites to identify severe issues or gain familiarity with hardware.
- Assists the Cyber Security Team or EMS team as necessary.
- Completes training and certification program associated with position.
- Performs other related duties as assigned.

## Knowledge, Skills, & Abilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong foundation in electrical theory and troubleshooting techniques.
- Ability to synthesize conclusions from multiple incomplete data sources.
- Ability to convert between binary, hexadecimal, and decimal numbers.
- Basic familiarity with object-oriented programming languages (e.g., Java, C++).
- Basic computer networking experience (RDP, IP Subnets, Knowledge of basic networking equipment functions).

## Education & Experience

- Bachelor's Degree in Electrical Engineering or a Bachelor's degree in Computer or Mechanical Engineering with a focus and strong interest in high power applications.
- 0-5 years of experience working as an electrical engineer or primarily with electrical engineering challenges.
- Minimum of 2 years of experience required for remote position.
- Experience presenting and analyzing data in MS Excel.
- Python scripting experience.
- Process historian experience.
- Experience creating procedures, standard operating protocols (SOPs), and work instructions.
- Experience working with an MS Active Directory.
- Experience working with power equipment and general awareness of shock and arc flash hazards.

## Physical Requirements & Work Environment

The physical demands and work environment characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand and walk, with frequent lifting or moving of up to 25 pounds and occasional lifting of up to 50 pounds.
- The noise level in the work environment is usually moderate to loud. Hearing protection may be recommended and/or required in some work locations.