



Position: GMCC Supervisor

Location: Danbury, CT

To ensure that we provide our customers with world class service and technical support, 24 hours a day, 365 days a year, we have established the Global Power Plant Monitoring & Control Center where we remotely monitor the performance of our entire fleet of power plants around the world. We are currently seeking a highly motivated and experienced Global Monitoring Supervisor to lead the team.

Responsibilities:

- Supervise all personnel in the GMCC and ensure all policies and processes are executed at best in class levels
- Act as a primary liaison with Customer Service, Engineering, Field Service and any other applicable groups when necessary to address any issues that the Shift Lead is unable to handle.
- Administer and update GMCC Sharepoint Site or equivalent network
- Staff the GMCC and conduct orientation with all new employees
- Continuously improve processes for the department
- Monitor and analyze Alarm Data and lead Alarm Reduction Efforts
- Conduct a turnover with Project Management when units are released to the GMCC for monitoring
- Approve E-Time for all GMCC Personnel
- Track monthly costs of the GMCC and provide cost reduction ideas as necessary
- Conduct Annual Performance Reviews of all GMCC Shift Leads
- Attend Meetings that affect GMCC Operations
- Support FCE's Asset Manager responsibilities which includes timely power and gas forecasting, entering outage tickets, monthly and quarterly reporting, etc.

Qualifications: Minimum of 3 years of experience in the GMCC as a Shift Lead or in an Operations Technician role at FCE

Education: High School diploma or GED is required. Associates Degree or equivalent from a two-year college or technical school preferred.

Experience: Minimum of 8 years of experience in power plant operations or related technical training / experience. Navy Nuclear/Commercial Power Plant experience, Electronics Technician, Gas Turbine Operator, Electrical Technician GSE, and Mechanical Technician GSM is a plus.

Required Experience and Characteristics:

- Leadership and relentless drive to continually improve organization
- Detailed knowledge of Fuel Cell operations with Customer oriented mindset
- General Power Plant Operational and Maintenance knowledge and skills
- Ability to follow procedures and document technical work
- Experience with Microsoft Office Suite

- Willing and able to take calls after working hours, weekends and holidays
- Experience with electronics or other technical background
- A high sense of urgency and customer focus
- Excellent customer service and customer satisfaction
- Strong interpersonal skills and the ability to interact effectively with many levels of the organization
- Ability to communicate effectively both verbally and in writing, in person, via computer and on the phone
- Strong organization skills with great attention to the details
- Ability to multi-task and respond quickly to change with a high sense of urgency
- Ability to work effectively independently and in a team environment and interdepartmentally
- A positive attitude and willingness to learn

Physical Requirements/Working Conditions:

- Sedentary position sitting at a desk monitoring computers in an office environment
- Visual acuity to observe technical issues on a computer screen and respond to alarms
- This position is located indoors and requires the ability to move between separated rooms within the same building.

How to Apply:

Submit a copy of your resume, along with the voluntary self-identification forms, to **jobs@fce.com**. Please reference the Position (Job Title) in the subject header of your email.

Please note only those authorized to work in the United States will be considered.

No agency submissions, please. Resumes submitted to any FuelCell Energy employee without a current, signed and valid contract in place with the FuelCell Energy Recruiting team for this position will become the property of FuelCell Energy and no agency fees will be paid.

Equal Opportunity Employer - Vet/Disability

We offer a competitive compensation package as well as comprehensive benefits including medical, dental, vision, company-paid life/disability insurance, 401(k) plan, employee stock purchase plan and generous paid leave.

Employment with FCE is subject to pre-employment drug-screen and background investigation.

FuelCell Energy, Inc. is committed to ensuring that its application process provides an equal employment opportunity to all U.S. job seekers, including individuals with disabilities. If you believe you need a reasonable accommodation in order to search for a job opening or to submit an application, please send an email with your resume to **jobs@fce.com** indicating the specifics of the assistance needed.

You may also use **203-205-2070**, a phone line designed **exclusively** to assist disabled job seekers whose disability prevents them from being able to apply online. Only messages left for this purpose will be acknowledged. A response to your request may take up to two business days.