

## Service Technician – US

NEL Hydrogen has positioned itself as a global player for the rapidly growing hydrogen economy. We develop and manufacture complex products to which service and installation are not only critical to our business, but are also essential tools for collecting information that improve ongoing product improvement.

### About the job position

As a Service Technician in NEL Hydrogen Inc. – Service Department, you will be responsible for the final assembly, installation, commissioning, service, and maintenance of hydrogen fueling stations and electrolyzers all over California. Your responsibility starts at the receipt of each module from Denmark and ends at the decommissioning and recycling of the equipment at the end of its lifecycle. You will work mainly from our office and workshop in the San Francisco Bay Area—near Oakland/Hayward—but you will work cross-organizationally in an international, technical environment, which will also require some international travel for training. Service Technician should have flexible working hours, as NEL aims to provide 24/7 on-call, 4-hour response time to each of its 7 nearby sites. You will report directly to the Service Manager of NEL Hydrogen Inc.

Your tasks will include:

- Working on the US service team, which may start with two Service Technicians and one Service Manager
- Final assembly of the semi-finished modules arriving from Denmark
- Installation and commissioning of equipment at customer sites
- Execution of product warranties
- Providing service based on planned service and maintenance, as well as unforeseeable corrective maintenance, including troubleshooting—which will require some workhour flexibility for unplanned service
- Ensuring that all executed service actions are based on NEL Hydrogen safety standards and follow related customer specifications
- Work according to risk evaluations in the workshop and onsite
- Documenting potential failures and quality issues, which will include providing feedback to the responsible manager using existing KPI and data recording systems
- Working alongside subcontractors and other technicians onsite, especially regarding safety topics
- Full Documentation per specified requirements for all work and actions taken
- Reporting to the responsible Service Manager

### Qualifications

You possess relevant educational background and experience in installation, commissioning, service and maintenance of complex machines or plants. You have a strong, technical oriented mindset, are curious, and can quickly understand complex technical systems to find po-

tential technical failures and quality issues. You are structured, consistent and clear with documentation, and follow work procedures in a safe and efficient manner. You are able to work independently and in teams, and are highly skilled in both written and spoken English.

## Requirements

- Relevant technical training as an as an electrician or mechatronics technician
- Good knowledge of mechatronic systems
- Experience working with flammable gases and high pressures
- General understanding of work safety procedures and experience in risk evaluation
- Experience with service work in the oil and gas industry, or the like, where there are high demands on security
- Understanding of customer requirements and skilled in customer communication
- Experienced in both independent and team work, plus high flexibility and ability to work 24/7 on-call
- Experience working within established service procedures, instructions, bill of materials and norms
- Good knowledge in the remote operation and monitoring of complex systems
- Maintains an organized and clean work area in the workshop and onsite

## It will be an advantage if you have:

- Knowledge in enterprise resource planning and document management systems

## Application & contact

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## About Nel Hydrogen | [www.nelhydrogen.com](http://www.nelhydrogen.com)

Nel Hydrogen is a global, dedicated hydrogen company, delivering optimal solutions to produce, store and distribute hydrogen from renewable energy. We serve industries, energy and gas companies with leading hydrogen technology. Since its foundation in 1927, Nel Hydrogen has a proud history of development and continual improvement of hydrogen plants. Our hydrogen solutions cover the entire value chain from hydrogen production technologies to manufacturing of hydrogen fueling stations, providing all fuel cell electric vehicles with the same fast fueling and long range as conventional vehicles today.