

JOB POSITION | Herning, Denmark

Service Planner

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 accelerates ongoing product improvement.

About the Job Position

As a service planner in the NEL Hydrogen Service Department, you will be responsible for overall resource planning, and its related logistics and documents. This includes our service, installation, and commissioning teams, and you will always be in cooperation with the responsible Project Managers and Team Leads. To ensure maintenance of a smooth service organization, you will also manage the material master data, implement service bill of materials, and adjust necessary stock levels in adjustment with our Service and Siting Engineers. You will work closely with our Project Managers and Field Technicians, in addition to the Purchasing Department. You will report directly to the Service Director, and your place of work will be at our new facility in Herning.

Your tasks will include:

- Planning and allocating resources, capacity, and time required for sales contract-related installations and commissioning.
- Planning and allocating resources, capacity, and time required for service contract-related maintenance tasks.
- Planning and acting on troubleshooting tasks during normal working hours.
- Planning of stand-by duty and hotline service.
- Managing and coordinating equipment and spare parts transports to service and installation destinations.
- Travel planning and preparation for all colleagues within the Service Department.
- Monitoring deviations from planning and reporting to Service Management.
- Triggering purchase orders for tooling, auxiliaries, special equipment, and services such as cranes or fork lift services – for all regions.
- Triggering the creation of material master data.
- Maintenance of stock material info records, and the monitoring and adjustment of stock levels for all Service warehouses.
- Order creation for customer service requests, which contains service jobs and spare parts orders.
- Maintaining contract data in service contract management tool.
- Supporting Service and Siting Engineers by creating procedures and instructions.

Qualifications

You possess a relevant educational background and experience in service or production planning and logistics. Experience with ERP systems is mandatory, as is experience with document management systems and a sound technical understanding/interest. You have a strong pro-

cess- and business-orientated mindset, are curious, and can quickly understand complex processual systems to find organizational and commercially good solutions. You are structured and innovative, giving you the ability to handle multiple projects simultaneously. You work with a high level of accuracy, and like to maintain large amounts of data. You excel at working independently and in teams, and are highly skilled in both written and spoken English.

Requirements

- High level of experience with capacity and time planning from project level down to task level
- Relevant training in logistics and good understanding of international transport and travel related regulations and planning requirements
- “Hands-on” mentality
- Good knowledge of ERP and document management systems
- Experience working within established service procedures, instructions and BOMs
- Experience working in or with international organizations
- Open-minded to new IT solutions
- Communicate fluently in both written and spoken English and Danish

It will be beneficial if you have:

- Experience with creation of procedures and instructions
- Experience with ERP service modules
- Experience in purchasing
- Understanding of service work in the oil and gas industry, or the like, where there are high demands on safety
- Fluent or elementary proficiency in a second language, such as German

Application & Contact

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About Nel Hydrogen | 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.