

Job Title: Europe Field Service Engineer
Department: Operations
Location: Brussels, Belgium/Remote
Compensation: \$64,200 - \$74,500

E info@nelhydrogen.com
W www.nelhydrogen.com

Nel 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. Our roots date back to 1927, and since then, we have had a proud history of development and continuous improvement of hydrogen technologies. Today, our solutions cover the entire value chain: from hydrogen production technologies to hydrogen fueling stations, enabling industries to transition to green hydrogen, and providing fuel cell electric vehicles with the same fast fueling and long range as fossil-fueled vehicles – without the emissions.

POSITION SUMMARY

The Field Service Engineer (FSE) will provide world class technical service and support to Nel Hydrogen customers while delivering continuous improvements to the service business. We are seeking a dynamic, experienced Field Service Engineer with an unwavering commitment to customer service and operational excellence. In this role you will work closely with the Technical Service Manager and a team of product technical experts to ensure that the customer's needs are exceeded in the most efficient means possible. You will echo the voice of the customer in the Technical Service organization while displaying a sense of urgency to get things done. A successful FSE will operate as a technical expert for the service group by proactively improving processes that will help take Nel Hydrogen's service business to the next level on a global scale.

RESPONSIBILITIES:

- Foster a culture of safety with customers, partners, and employees.
- Conduct preventive maintenance, repairs and training at customer locations as part of the Technical Service Team.
- Assist factory support specialists with remote troubleshooting of generator systems and components.
- Provide engineering technical support for Nel Hydrogen products with a focus on customer satisfaction.
- Use field failure data to generate service metrics and evaluate product performance in the field.
- Work closely with the Technical Service Manager of MW Scale Products to integrate lessons learned into Technical Service process and product improvements.
- Perform internal and external customer training on operation and maintenance of Nel Hydrogen generators.

- Ability to work remotely from the head office via email, phone and video conference when traveling.
- Create / revise troubleshooting guides in partnership with the Technical Service Manager.
- Develop and implement best practices for customer response time, continuous customer engagement, and customer support.
- Ensure customer satisfaction reviews are conducted and communicate customer feedback to internal stakeholders to increase product value, product usage, product improvements, and improve competitive position.
- Support Key Performance Indicators associated with Technical Service group.

QUALIFICATIONS:

Education:

Bachelor's Degree or a Master's Degree (industriële ingenieur) in Mechanical, Electrical, Chemical or other related discipline.

Required Skills and Abilities:

- Fluency in English.
- A minimum of 5 years of experience, in an engineering or service-related role, preferably in a manufacturing organization. Field Service experience is a plus.
- A good understanding & working knowledge of hydraulic/pneumatic and low voltage electrical systems. An understanding of gas generation systems is a plus.
- Self-discipline, self-motivation and the ability to work with minimal supervision are required.
- Proven documentation abilities.
- Ability to work under pressure against tight deadlines and customer pressure.
- Ability to excel at working in teams.
- Ability and interest in assisting with implementing Process Improvements.
- EU travel, typically >50%, with higher percentage of travel possible for short durations.
- Ability to interface with customers and build lasting customer relationships.
- Customer focused, metrics, and data driven.
- Sense of urgency to accomplish things quickly and the ability to prioritize multiple tasks, handle heavy workloads, and deal with unforeseen circumstances.
- Results-oriented with the ability to develop collaborative relationships through strong communication, influence, and problem-solving.
- Experience with an enterprise-wide ERP system, Salesforce, and Service Cloud/ServiceMax preferred.

Competencies:

- Attention to Detail
- Positive Team Attitude
- Independent decision-making capabilities
- Team Player
- Flexible and have "drive"
- Problem Solving Skills
- Excellent Communication-verbal and written/presentation skills (required)
- Time Management - task prioritization and organization (required)
- Planning and Organizing
- Ethical Practice

Physical demands and abilities:

- Light physical effort with frequent lifting or moving of lightweight materials and use of hand tools.
- Standing, kneeling, and bending required during a typical workday
- Occasionally lifting components up to approximately fifty pounds may be required
- Possess a full range of manual dexterity to assemble parts or pieces together quickly and accurately.
- Perform assembly operations in small and overhead spaces
- Vision abilities to be able to perform intricate repair operation

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The Company has a published Code of Conduct that all employees are expected to follow.

Visas

- Nel will only employ those who are legally authorized to work in Europe. This is not a position for which sponsorship will be provided.

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. All employment is decided based on qualifications, merit, and business need.

Benefits Include:

Competitive salary, insurances, meal vouchers, career growth opportunities, great collaborative company culture and more...

Visit our website, nelctcareers@nelhydrogen.com for details on other open positions.
To apply, please e-mail your cover letter and CV to: nelctcareers@nelhydrogen.com