

Job Title: Europe Field Service Technician
Department: Operations
Location: Brussels, Belgium/Remote
Compensation: \$47,500 - \$55,000

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 Installation and Commissioning Technician at NEL Hydrogen will be responsible for in commissioning, diagnosing, maintaining, and repairing megawatt and industrial scale equipment. Most activities take place at customer's site. You will be trained on the products we offer and expected to maintain and continuously improve technical equipment knowledge.

RESPONSIBILITIES:

- Repair and commission machine systems and components
- Train customers on the proper equipment use and maintenance
- Complete reports and forms required with work assignments on time
- Communicate problems and solutions to supervisor and customers
- Utilize computer programs to effectively complete assignments
- Follow all safety rules and regulations when performing work duties
- Complete competency assessments as required
- Analyze customer complaints and identify solutions
- Support escalation of issues between Customer & Engineering
- Resolve technical issues via telephone, email, VC etc. when in the office
- Provide periodic in-house support to our manufacturing and engineering teams
- Present a positive and professional image
- Travel approximately 75% domestically and internationally with a maximum defined duration. (Periodically, travel may reach 100%.)
- Provide after-hours customer support as needed (by pre-assigned rotation)
- Generate service business opportunities within our current Industrial fielded product base

QUALIFICATIONS:

Education:

Bachelor's Degree in related field preferred

High School Diploma required

Relevant technical training as an electrician or mechanic

Required Skills and Abilities:

- Fluency in English.
- Demonstrated ability to troubleshoot, repair, and commission electromechanical equipment.
- Demonstrated experience with low and medium voltage equipment, and high-pressure gas systems.
- Experience working directly with external customers in a field support role and be able to provide excellent customer service via the telephone and email.
- Work well under pressure.
- Demonstrated problem solving skills and independent decision-making capabilities.
- Basic computer skills required.
- Able to work independently, with minor supervision.
- Manage business travel arrangements efficiently
- A structured, consistent process to documentation and following working procedures in a safe and efficient way.
- General understanding of work safety procedures.
- Ability to travel between European countries.

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

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