

# Diagnostics Engineer (24/7)

Location: Herning

## About Nel

*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 in their transition of green hydrogen, and providing fuel cell electric vehicles with the same fast fueling and long range as fossil-fueled vehicles - without the emissions.*

## About the Team and the job

At Nel Hydrogen in Lind, Herning, we are in the process of hiring 3 Diagnostics Engineers working back office and doing technical trouble shooting with our Hydrogen Fueling stations in the field. You will become a part of a team that already consists of 3 skilled colleagues within diagnostics. The Technical Support & Monitoring Team is a part of the global service organisation, which currently consists of nearly 50 employees distributed in three different regions. After you have finished your training, you are expected to join our global 24/7 technical support team - in shifts.

Your desk will be in our head office in Lind near Herning, in state-of-the-art facilities. We offer our employees many staff benefit such as a good canteen, pension scheme with health insurance and other benefits. Some travel activity must be expected.

## Responsibilities

- Receive and review incoming alarms from equipment in operation
- Document actions taken on incoming alarms
- Assist with data collection and analysis for internal customers
- Initiate service orders for service regions when applicable
- Create or add to NCR/ECR/case as needed
- Responsibility and ownership of Nel 24/7 event handling process
- Responsible for answering service hotline phone
- Analyse operational data and trends to assist with findings for predictive maintenance or root cause analysis
- Regular site visits to stay updated on field work

## Your stakeholders will be.

- Cross functional collaboration in the global service organization
- Communication with internal and external customers

## Qualifications

- Technical education such as auto mechanic, electrician, or marine engineer
- Intermediate MS Office, particularly Excel
- Experienced in reporting technical data
- Experienced working in an international business environment
- Strong understanding of engineering and service processes
- Highly developed communication skills, both verbally and written

## Personal Qualifications

- Ability to participate effectively as part of a team
- Ability to work in pressure/time critical environment
- Highly analytical with good investigative skills
- Able to deal professionally with all manner of workers and staff
- Efficient and proactive
- High attention to detail and accuracy
- Strong commitment to safety and a safe working environment
- Self-motivated; self-directed
- Commitment to honesty, confidentiality, and integrity
- Willingness to travel, the position will require travel to sites, locally and internationally

To apply, please send your application and CV as soon as possible to [recruitment@nelhydrogen.com](mailto:recruitment@nelhydrogen.com). Applications are processed on an ongoing basis. If you want further information about the position, you can call or send an email to Director Service Europe Kim F. List [kimli@nelhydrogen.com](mailto:kimli@nelhydrogen.com) | +45 2230 7809

## Equal opportunity employer

Nel is an equal opportunity employer, and all qualified applicants will receive consideration for employment regardless of race, colour, religion, sex, national origin, disability status, or any other characteristic protected by law. All employments are decided based on qualifications, merit, and business need.