

Key Account Engineer

Join a great company working with a strong sustainable footprint and just as strong values.

At Nel, our vision is all about 'Empowering generations with clean energy forever'. Our technology allows people and businesses to make everyday use of hydrogen, the most abundant element in the universe.

We believe simplicity is key. This can be a real challenge when dealing with complex technologies, but we believe being a customer of Nel should be simple, with a complete solution that meets your requirements. We value technology that is easy to operate, has a long lifetime, low cost of ownership, and is hassle-free for the end user. Simplicity is the guiding star in our business and values.

About the position/the Department

As a Key Account Engineer in the Nel Hydrogen – Service department, you will be responsible for the daily operations and customer support for selected Nel Hydrogen Fueling customers. To ensure maintenance of a smooth service process, you will also support our colleagues, in the field with the required information they need to solve product related issues, for our customers. You will create and check service and repair reports, as well as safety documentation of the field technicians daily. You will also work closely with your colleagues in service support and product support, to give the valuable experience you gain during your job back to product development. You will report directly to the Service Manager for North America and your place of work will mainly be in our facility in San Leandro or Irvine

Responsibilities

- Customer key account for selected Nel Hydrogen Fueling customers
- Monthly operating meetings with customers
- Invoicing of service orders - Repair, Guarantee, Quality
- Advanced trouble shooting at the station network and based on the service agreement with the customer, trigger suitable actions to resolve issues for the customer
- Create service orders within our Navision/Expandit system, which is used for detailed planning and reporting of services, as well as for communication with the field service team
- Plan demands for any service materials and tools using our ERP system
- Supporting the planning and preparation of field updates, in collaboration with the service planner and service support technician
- Create customer service quotes
- Prepare implementation of updates from customer requests
- Invoicing of service orders
- Support field service technicians with required information and analytics to resolve issues in the field
- Create NCRs and ECRs to conserve the field experience for further product improvement and new product development
- Give feedback to service engineering on spares, tools, and documentation such as procedures, instructions, manuals, check lists and other templates

- Support service management during the implementation of new services, service processes and documents for the America service entity

Your primary working relations are

- Service Department
- Global Service Technical Support, Engineering and Monitoring Department
- Installation and Commissioning Department
- Operational Excellence Department
- External service providers

Qualifications

- You possess a relevant educational background and experience in Service and/or Diagnostics Engineering. Experience with SCADA and ERP systems is mandatory.
- Experience with document management systems.
- You have a strong technical- and customer-orientated mindset, are curious, and can quickly understand complex technical systems to find organizational and commercially good solutions.
- You are structured and innovative, giving you the ability to handle multiple projects simultaneously.
- You are accurate and like to maintain large amounts of data.
- You excel at working with customers independently and in teams, and you are highly skilled in both written and spoken English.

Personal qualifications

- Experience with service work within the energy sector, or the like, where there are high demands on safety
- Relevant technical training and experience as an engineer or in an engineering discipline, related to electrical and/or mechanical machines
- High technical understanding and good experience in working with piping and instrumentation diagrams, electrical diagrams, cause, and effect diagrams and similar
- "Hands-on" mentality
- Experience working in or with international organizations

Apply

To apply, please send your cover letter and resumé to KARIC@nelhydrogen.com. Feel free to also contact Service Manager Michael Eskesen directly on +1 (510) 414-1503 or by meske@nelhydrogen.com for further information.

Applications will be continuously monitored, and the right candidate hired when found. So, do not hesitate to apply.



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 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.