

# Product Support Engineer - Mechanical

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

*At Nel Hydrogen, our mission is to strengthen future generations by providing unlimited green energy. Using hydrogen obtained with renewable energy, we are helping the world convert from fossil fuels to emission-free fuels. At our Danish division in Herning, we currently have more than 180 employees, and we expect continued growth in years to come. Nel Hydrogen is a global pioneer in developing and producing hydrogen Fueling solutions - a market that is expected to continue growing in the coming years as the production of hydrogen-based cars, buses, and trucks going to scale up.*

## About the position and the Team

As one of our Product Support Engineers at Nel Hydrogen, you will be part of a team, where your focus will be on operation-related optimization and implementation of changes to our present Fueling stations in the field. You will contribute to the product development by performing troubleshooting and analyses resulting in technical solutions that will contribute to optimize performance and reduce downtime at our stations. You can expect to have an exciting job, where you become part of the Development & Engineering Department (D&E), with more than 50 employees (Mostly engineers) which includes the Product Support team of 8 – 10 Engineers

## Responsibilities:

- Analyses of errors and data from stations in operation in the field, including trouble shooting and root cause analysis with focus on compressor and cooling systems.
- Development of solutions to improve performance and uptime.
- Identification and selection of components
- Update of product documentation
- Preparation of documentation for implementation of changes

## Professional qualifications

- Background as Mechanical Engineer, Marine Engineer or similar and preferably with a background as craftsman within mechanical subjects
- Has experience and interest in trouble shooting.
- Experience from working with gases is an advantage.
- Able to handle up-coming changes.
- You have a structured approach to you work and with an analytical approach to troubleshooting.
- You are a good colleague with a good mood and easy to smile.
- Is persistent, ambitious, and self-driven.
- Communicates fluently in English verbally as well as in writing.

### Personal qualifications

You are technically well-founded with a curious mindset. You have an analytical approach and experience with trouble shooting and "root cause analysis".

### As employee in Nel:

Development and assembly of our products happens at the same location, which gives you an outstanding possibility to see the result of your work as an Engineer. As part of our development team, you will be dedicated to a product platform that includes several other technical specialists. You will be in close contact with the entire D&E, as well as other product support and service engineers in both Denmark and abroad. Development and assembly of all our products takes place in Lind near Herning, where also our European Service Department is located. Your desk will be in our head office in Lind near Herning, in state-of-the-art facilities.

We offer employees many staff benefits such as a good canteen, pension scheme with health insurance and other benefits. Some travel activity must be expected.

### Apply

To apply, please send your cover letter and resumé to [recruitment@nelhydrogen.com](mailto:recruitment@nelhydrogen.com). If you need further information, feel free to contact Team Lead for Product Support Morten Paakjær on +45 5124 6934 or by mail to [MPAAK@nelhydrogen.com](mailto:MPAAK@nelhydrogen.com) for further information.

### 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.*