

- FIELD SUPPORT ENGINEER -

1. Purpose of function

The technical, logistics, financial and organizational preparation and guidance of projects in a correct, effective and efficient manner.

2. Primary responsibilities

- Retrieving a scope of work and planning based on work assignments
- Organizing activities and resources in a qualitative and cost-effective manner
- Setting priorities for planning and in consultation with relevant contract managers, managers and other departments
- Administering actions timely, complete and correctly
- Meet the requirements set within the Safety, Health & Environment procedures, and the quality system of the organization

3. Specific task attributes

- The 'running' of fault services in cooperation with the other Field Service employees
- First point of contact for questions from the field and provide adequate answers, if desired with support from the Maintenance Engineer
- Supporting the Tendering department
- Briefing and debriefing of Field Service Engineers
- Assuring preparedness of administrative actions such as purchase requisition, templates of timesheets and work reports, SHE and quality documents, activity planning and all other information and data
- Assuring preparedness of mobility arrangements for Field Service Engineers such as travel tickets, hotel, local transport, gate pass and others and if required for sub-contractors as well
- Based on feedback from field, addressing and following up corrective and preventive actions
- Being focal point also for sub-contractors in terms of mobility arrangements and for site works
- Checking incoming invoices against correctness and completeness
- Tracking calibration schedule of equipment and instruments for (field) works. Organizing re-calibration activities with Supply Chain department and 3rd parties. Making sure of completion and/or rejuvenation of tooling
- Managing (in/out) schedule of tool containers, arranging and managing mobility of tool containers with logistics and with customers
- Organizing tooling/equipment list and the effort for filling of tool container with tools and equipment for upcoming works
- Generating overview, analysis and reports when required
- Checking and distributing inspection reports
- Monitoring the (field) contract budgets, and field planning

Possible additional work

- Performing site assessment
- Carrying out a damage investigation
- Carrying out small inspections (e.g. borescopic)

4. Competences

(a) Level of education

- Completed HBO Technical Business Administration or similar.

(b) Training & professional skills

- MS Office, SAP
- Planning tools (preferably having knowledge and experience with MS Planning and Primavera P6)
- Project-based work
- VOL VCA or equivalent training & certificate
- Dutch and English: excellent language skills both speaking and writing, German: good fluency, and knowledge of French and/or Spanish is a plus.

(c) Experience(s)

- 5 to 10 years of work experience abroad or working for projects
- At least 2 or 3 years of experience in a similar position and organization and an international environment.

(d) Personal skills

- Team player
- Acts according to the organization's strategy, guidelines and priorities
- Result-oriented
- Safety, Health & Environment and quality awareness
- Stress handling
- Self-starter
- Flexible to relocate
- Flexible to cross-function (office & field)

5. Place within the organization

The position is part of the Service Engineering department and reports to the Manager Service Engineering.