

Service Ops Agent

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Company: Vestas

Location: Aarhus

Category: office-and-administrative-support

Do you have an interest in project management of offshore operational improvements? Are you technical curious and work well in ERP systems such as SAP? Then we might have right job for you!

Region NCE > SBU NCE Service >Upgrades

The After Sales and Upgrade department is responsible for ensuring a high-quality customer experience when completing aftersales projects for our customers, supporting service sites in executing special campaigns and internal project support within department.

The department is part of the Offshore Service organization in the Vestas NCE Region.

Here you become part of a committed team of > colleagues who daily work on delivering Offshore Services to our trusted customers. This includes everything from strategy work, operational improvement, Health & Safety, technical case handling to delivering the services on the wind turbines offshore.

Responsibilities

Create work orders from system and technically plan work orders, like map a work type task list or manual planning: Define and search out all required materials, tools, services and resources

Perform an entitlement check via system support and identify T&M opportunities

If the entitlement is not recognized by the system - clarify the status with Contract Manager

Take customer specific clauses into consideration when planning

Identify CIM opportunities and link work order (if applicable)

Reassign a work order to Technical Support Engineers if advanced planning is required
OR to Upstream if commercial clarification is required

Technical review of service documentation and collaboration with technical writer /
documentation management

Qualifications

Engineering or technical qualification and experience

Service experience within the wind industry, preferable offshore

Technical background with experience in Vesta's turbines

Good understanding of commercial customer specifics

System user of MS Office & SAP

Superuser in SAP could be beneficial

Good knowledge of English

Competencies

Ready to read into technical documentations and drawings

Affinity to work according to processes and navigate in technical (commercial) related
systems

Structured and detailed working approach

Self-organization and good time management

Technical communications skills

Planning and time management skills

A good collaborator who enjoys working in energetic enthusiastic team

What we offer

We offer a diverse job, an extensive learning environment and opportunities for career

development at a global wind turbine manufacturer. You will become part of a highly professional culturally diverse team in a constantly growing industry.

We value initiative, responsibility and the balance between creativity and quality in all solutions, and this is your chance to make your mark on our service strategy. You will become part of a dedicated team in a highly professional environment with a high technical commitment.

Additional information

Your primary work location will be Aarhus, Denmark. You should expect some travel activity of approximately days per year.

If the above match your skills and qualifications, please apply no later than ..4. Please note: We do amend or withdraw our jobs and reserve the right to do so at any time, including prior to the advertised closing date.

DEIB Statement

At Vestas, we recognize the value of diversity, equity, and inclusion in driving innovation and success. We strongly encourage individuals from all backgrounds to apply, particularly those who may hesitate due to their identity or feel they do not meet every criterion. As our CEO states, Expertise and talent come in many forms, and a diverse workforce enhances our ability to think differently and solve the complex challenges of our industry. Your unique perspective is what will help us powering the solution for a sustainable, green energy future.

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