

## Digital Hardware Coördinator

For one of our customers in province "Zeeland" we are in search for a **Digital Hardware Coördinator**.

### Job description

The Digital Turnaround Hardware Support Team is responsible for the effective implementation for Turnaround MET applications focused on digital tool and hardware implementation as well as proper use within the related work processes.

Provide a trained facility resource that can effectively install and maintain technology tools, provide Level 1 device and system support and coach personnel on the intended use of the applications to create maximum value from the turnaround work processes, including ongoing support for software/hardware and turnaround related practices during turnaround Front End Loading, pre-work, execution and post-work.

#### Responsibilities:

- ✓ Support the Digital Turnaround model including tools, applications, and training
- ✓ Worker and Asset Visibility (W&AV) tool support including equipment assembly, inventory management, storage, logistics, transportation, diagnostics, management, planning, deployment, maintenance, on-site support during execution and de-mobilization efforts.
- ✓ Engage with local work groups in FEL for planning and facilitating the implementation of digital tools, required support , amount of equipment to utilize and create plan with associated costs/schedule resources for proper scheduling.
- ✓ Provide support to end-users for the applications and mobile technologies including but not limited to: o Worker & Asset Visibility , Wrench Time Analysis, eSWP, PTT Phones with ESChat. Level 1 system support for the Platinum suite of tools, support for field execution and training, additional IT support for Workstations and mobile devices
- ✓ Act as Level 1 front-line support on all aspects of Digital Turnaround efforts and tools, engaging on all IT Service Now ticket processes, Digital support requests and escalating as required if beyond Level 1 resolution.
- ✓ Shared ownership of the tools by all team members including storage, shipping, inventory, Quality Controls and maintenance of the equipment. This self-directed team will be assigned tasks by Maintenance Tech Center and will be responsible for all preparation and execution, including working with Sites and Maintenance/Turnaround organizations during turnaround Front End Loading (FEL), pre-work, execution and post-execution.
- ✓ Responsible for managing the care and troubleshooting of hardware including mobile kiosks, mobile devices, Wireless Access Points, solar arrays, BLE enabled devices/systems , RFID, bar coding handheld devices, and all others as specified by Maintenance Technology Center (MTC).
- ✓ Partner with other team members to ensure proper creation and documentation of work processes, procedures, client requests and troubleshooting results.
- ✓ As required, provide training and knowledge transfer to support team members.
- ✓ Define digital kits as part of turnaround support and build/manage kits as part of preparation/FEL. Kits to include regional tools including mobile devices, , workstations, kiosks, wireless access points, BLE

beacons, W&AV hardware, tools and required accessories as well as required infrastructure for deployment.

- ✓ Travel to various North American and International Dow Sites supporting Turnaround as described in the responsibilities.

## Your qualifications

- ✓ Education : MBO level 4 E&I (profiel EQF 4 of hoger)
- ✓ IT skills is een plus, but not a pre. IT skills can be trained on the job.
- ✓ Excellent in his personal communication.
- ✓ Very important is: People skills and hands-on mentality.
- ✓ English language is menditory. Dutch language is a plus.
- ✓ Please take note that this job requires traveling abroad on a regularly bases.

## What we offer

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**Reference:** 3189

**Projectphase:** Maintenance

**Discipline:** Automation, Electrical, IT Support, Project Support, Telecom

**Position:** Coördinator, Supervisor, Technician

**Function level:** Senior, Medior

**Region:** (NL) Zeeland

**Education:** MBO/TSO

**Experience:** 3-8 years, 8-15 years, 15+ years

**Type of contract:** Intentional

**Posted at:** 12-07-2024

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