

# Team Lead Service

*Would you like to be part of a growing, entrepreneurial business within Renewables?*

## WHAT WE ARE LOOKING FOR

We are looking for a skilled and experienced colleague for our office in Silkeborg, who will join our mission to ensure that we continue to provide superior value and innovative solutions to meet our customers' needs and expectations throughout.

Our new Team Lead for Service will play a key role in ensuring great customer satisfaction by providing proactive service and maintenance on SCADA systems, as well as leading a team of highly skilled Service Specialist, responsible for servicing our customers' SCADA systems, including our own products (OneView), OEM SCADA, Substation SCADA, Servers and network infrastructure. As the Team Lead, your administrative responsibilities will be around 25% of the job, and 75% working hands on in solving the daily tasks from customers and colleagues as a member of the service team.

You will support our business strategy by:

- Possessing knowledge of SCADA systems and the renewables industry.
- Applying excellent problem solving skills.
- Being a great team player, service-minded and having a strong quality focus.
- Having the updated overview at all times.
- Being pro-active and self-driven.
- Possessing good communication skills and fluency in English and Danish (German is a plus).

Your main responsibilities as our Team Lead in Service will be:

- Creating and maintaining Service Level Agreements.
- Troubleshooting, scheduled proactive service and maintenance, out of warranty inspections, SCADA audits, and aftersales.
- Managing ticket system in assigning tasks and approving time sheets.
- Monthly reporting to manager and customers.
- Retention and motivation of team members.

## YOUR BACKGROUND

We expect that you have experience from the renewable energy industry or automation. Your educational background is preferably a Marine Bachelor with electrical experience, or the equivalent experience hereto, and we expect that you have at least 4-5 years of direct work experience with SCADA systems at a high technical level. The ideal candidate for this position is familiar with OEM wind turbine SCADA systems and has knowledge of:

- OPC, Modbus, DNP3, IEC 101, IEC 104, IEC 61850
- HMI, InTouch, Wonderware, Iconics
- Databases (MySQL, Microsoft SQL, MySQL control center)
- MS Server 20xx

At a personal level, you enjoy working in an informal culture where social ability to connect with colleagues and clients is essential, and where proactivity and self-motivation are important ingredients for success. You take pride in the quality of your work and deliveries, and you are used to working within tight deadlines.

## WHAT WE OFFER

As our new Team Lead, you will be given a lot of responsibility and opportunities for growth. This job offers a variety of different tasks and is great for someone who is motivated by work that brings new technical challenges, and for someone who thrives in a dynamic and fast paced organization, where adaptability and collaboration is key.

You will be offered a high degree of freedom and will be given the opportunity to play a vital role in developing SCADA International. Besides a competitive benefit package, we offer an entrepreneurial and friendly environment with innovative and bright colleagues. You will of course be enrolled into our onboarding program and receive a thorough introduction to all functions.

## ABOUT SCADA INTERNATIONAL

SCADA is an international and successful Danish company with subsidiaries in Germany, Poland, Spain, US, Ukraine, and Russia. We are a dynamic company with a vast amount of experience within SCADA systems, SCADA application solutions, Park Network Solutions, and Energy Power Control.

SCADA International is passionate about making a difference and strives towards continued growth for both our customers and employees. Our vision is to be the most trusted global partner within SCADA technical support and solutions for the renewable energy industry.

Want to know more? Please visit [www.scada-international.com](http://www.scada-international.com).

## HOW TO APPLY?

If you have questions for us, you are welcome to contact our Director of HR & Administration, Jan Konstantin Rosenby, at +45 2014 6468.

We are looking for someone to start as soon as possible, and we go through applications on an ongoing basis, so don't hesitate to get in touch.

To apply, please send your CV and application via our [website](#).

## WE LOOK FORWARD TO HEARING FROM YOU!



SOFTWARE  
SOLUTIONS



HARDWARE  
SOLUTIONS



CONSULTING



INSTALLATION  
AND COMMISSIONING



VALUE ADDING  
SERVICES

