

Logistics Operations Engineer

Fulltime | Donington Park, Great Britain

#Job Summary

The Logistic Operations Engineer (LOE) will make sure a company's logistic operations (provided by KNAPP), such as manufacturing and shipping, work properly and meet customers' and KNAPP specifications, which are measured through key performance indicators. An Operations Engineer handles all matters to the logistic operations and its machinery such as Incident, Problem and Change Management. The role of an LOE therefore combines supervisory, technical, training and administrative responsibilities. Another function is the coordination between KNAPP and its customer to fine-tune the operations. They work as part of a team for a KNAPP customer and interact with Hotline (HQ) and computer systems, software, physical technology (machinery), engineers and end users to increase stability, efficiency and establish best practices. Operations engineers can train other employees to use existing, changed or new software and machinery integration.

#Key responsibilities

- Increase stability
- Identifies operational issues by observing and analysing the system function and performance of results:
- Continuously analysing and improving the operational process (measure = throughput)
- Leads and supervises troubleshooting procedures such as
- Incident Management (measure = time to resolve, SLA)
- Problem Management (measure = time to complete development cycle)
- Change Management (measure = % of successful CRs)
- Identifies operational priorities by assessing operational objectives (measure = uptime)
- Continuous Improvement Process (measure = ITIL compliance, TPX Dashboard)
- Investigating complaints and suggestions
- Increase efficiency



- Develops operational solutions by defining, studying, estimating, and screening alternative solutions
- Determine impact on whole logistic system
- Continuous Improvement Process
- Anticipates operational issues by studying operational targets, modes of operation, limitations
- Monitoring technical availability (measure = CMMS, Logistic Dashboard)
- Monitoring performance (measure = Logistic Dashboard)
- Establish "Best practice"
- Improves operational quality results by studying, evaluating, and recommending process re-design
- Supervision of implementing changes
- Change Management
- Contributing information and opinion to unit design and modification teams
- Continuous Improvement Process
- Provides operational management information by collecting, analysing, and summarising operational and engineering data for future trends and developments
- Continuous Improvement Process

#Skills, qualifications and experience

- NVQ/BTEC/C&G Level 3 in an IT discipline essential (Degree level preferable) or 3-5 years' experience in IT
- An understanding of warehouse operations and supply chain management
- Technical Knowledge of Linux and Windows operating systems
- Technical knowledge of SQL Databases
- Desirable
- 1+ years' experience in software application support and incident investigation
- 3-5 years related experience in logistics, high volume manufacturing, distribution, production planning and/or transportation environment would be desirable
- Understanding of programming languages (Java, Python, PL/SQL, C++)
- Knowledge of WMS and WCS
- An appreciation of networking and server infrastructure
- Operational experience within an automated distribution facility
- ITIL Foundation

#Important behaviours to have in line with our company values



- ☐ Appreciation – Recognises the achievement of others
- Creativity – Is resourceful and innovative
- Courage – Willing to learn and try new things
- Openness – Always approachable and helpful
- Reliability – Consistently gives their best

#Company benefits

- ☐ KNAPP will contribute up to 6% pension
- Private healthcare including dental and optical cover
- Cycle to work scheme
- Employee referral scheme
- Employee assistance programme
- Employee of the Quarter awards

