

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



Promoting equality and diversity as part of the culture of the organisation
Partnering with the Heads of Department and KAMs to identify opportunities that will support improvement in both organisational and people performance, and ultimately supporting the overall business objectives
Head up the administration and consultation process for department/team restructures where required
Lead the management of long-term absence, utilising our Occupational Health partnership when needed, also working closely with the HR Coordinator to manage and reduce short-term absence
Produce reports and data analysis as required
Time for project work and improving ways of working is essential, so you need to effectively manage the day to day and have capacity to step up to support wider HR initiatives both in the UK and globally
Working as part of a global organisation national and occasional international travel will be required

#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 optical, dental and hearing cover Life Assurance Cash-back Health care scheme, including private medical excess cover Benefit portal offering lifestyle discounts, including a training portal Employee assistance programme Ride-to-Work Employee referral scheme Employee of the Quarter awards

