

Senior Expert E-Mobility Network Operations

Job Purpose:

The Senior Expert e-Mobility Network Operation position holder ensures 24/7 reliability, performance and continual improvement of OMV's EV charging network in Slovakia.

This role focuses on operational excellence—overseeing remote monitoring, maintenance coordination, incident response and vendor management to deliver seamless charging experience to all our customers. You will drive process standardization, data-driven optimizations and cross-functional alignment with IT, energy management and customer service.

Key Responsibilities:

Network monitoring & incident management

- Oversee real-time dashboards, alarms and root-cause analysis for hardware, software and grid connectivity issues
- Coordinate 24/7 service procedures with internal teams and service partners

Service level performance

- Define, track and report on KPIs (uptime, call-to-resolution, customer satisfaction)
- Implement SLA enforcement and continuous improvement plans with O&M vendors

Preventive & corrective maintenance

- Develop maintenance schedules, spare-parts strategies and field-service workflows
- Approve and monitor service orders, ensuring HSSE and quality standards

Vendor & contract management

- Support selection, contracting and performance reviews of technical service providers (electrical, IT, civil)
- Negotiate rates, manage change orders and enforce warranty terms

Process & tool optimization

- Support in the development of best practice methods, concepts or standards for the financial and qualitative optimization of charging equipment, operation and maintenance
- Analyse usage patterns, fault trends and energy consumption to optimize network architecture and tariff structures
- Present monthly/quarterly operational reviews and budget forecasts to line manager

Cross-functional collaboration

- Liaise with IT on cybersecurity, software updates and API integrations for payment systems
- Partner with Finance and Controlling on OPEX budgeting, cost control and inventory planning
- Support Marketing and Sales teams with real-time network availability data and customer insights

Regulatory & compliance

- Ensure adherence to Slovak/EU regulations (energy metering, data privacy, data reporting) and internal HSSE policies
- Prepare documentation for audits, inspections and funding bodies (e.g., CEF grants)

Administrative & procurement support

- Issue requests for price offers (RFQs/RFPs), collect and evaluate vendor quotations
- Prepare and follow up on purchase orders, manage approvals and track delivery status
- Compile and submit documentation for tenders, public procurement procedures and grant/funding applications
- Coordinate with Procurement, Legal and Finance to ensure compliance with internal policies and external regulations

Requirements:

- University Education Master – Economics, Business, Technical
- Professional experience > 7 years
- Excellent project management knowledge

- Several years of experience in leading projects with cross-functional project teams as well as in the management and supervision of project members and partners outside the disciplinary sphere of influence
- Excellent negotiation and communication skills
- Strong commercial acumen
- Highly developed computer literacy capabilities: MS Office
- Excellent interpersonal and communication skills to foster collaboration and teamwork within the organization and with external parties as well
- Excellent communication skills for reporting, presentations, and stakeholder engagement
- Ability to handle complex negotiations and achieve favourable outcomes
- Innovative mindset to identify new opportunities

Language Skills:

- Slovak language: fluent in written and spoken (C2)
- English language: fluent in written and spoken (B2/C1)

Salary offer: from 3466.67 EUR/monthly gross

For further information please contact:

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