

Product Support Specialist

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Company: Epiroc

Location: Western Australia

Category: other-general

Product Support Specialist • 2/2 FIFO Roster • We offer you an interesting position with a local focus in a global environment, to drive service success About the business and the role: ProReman is a long established and growing business. The company is a part of the Parts & Services division of Epiroc, a leading productivity partner for the mining, infrastructure, and natural resources industries. We are seeking a professional individual who will assist in customer project and reliability solutions for the company's hydraulic rock drill and related products. The aim is to drive service success that improves customer satisfaction and maximizes customer retention. Position requires domestic and international travel and a 2/2 roster, ideally located in major city. To be successful you will be self-motivated and have an eye for detail. We also believe you are passionate, organized, pro-active and collaborative in your approach. This is a fast-paced and dynamic role in a transforming organization. Essential position requirements To be considered for this role you will possess these key skills and experience: • The ability to be adaptable, work independently and within a team, show initiative and take on a variety of tasks • Be reliable, highly organized, have the ability to meet deadlines and perform under pressure • Experience with RDSA or OEM products will be highly regarded • A positive, friendly, and helpful attitude with a high customer focus • Underground mining industry knowledge, specifically with the processes associated with hydraulic rock drilling is desirable • Relevant trade qualifications – Diesel Fitter equivalent • Not compulsory however beneficial, Working at Heights, First Aid, Dogging Rigging certificates etc. Primary responsibilities: • Operate and manage all on-site installations, commissioning, repair, maintenance, and test activities • Trouble shooting and

issue resolution• Complete drill rig and lubrication audits and reports• Project execution and data recording• Provide detailed reports from site visits• Document processes for procedural development • Join our team and enter a world of innovation, commitment, and collaboration. We want to invest in you and develop your career, to ensure you maximize your potential and are a valuable part of our high-performance team.How to apply: All applications are held in the strictest confidence.Please address how you meet with the essential position requirements in your cover letter and send through with your resume via the Apply for this job link at the bottom of this advertisement or email to the ProReman team and you'll become a part of a dynamic, supportive and inclusive work environment, with opportunities to further build your career within a global group, training and personal growth as well as a range of attractive employment benefits and remuneration.We are an equal opportunity employer and encourage women, Aboriginal. Torres Strait Islander people and people from culturally diverse backgrounds to apply.United. Inspired. Performance unites us, Innovation inspires us, and commitment drives us to keep moving forward.In the countries where you can find Epiroc, we encourage our employees to take ownership of their own development and careers with the support from their leaders.Diversity and sustainability are key to grow fresh and innovative ideas and solutions for our customers. Epiroc is a leading manufacturer for the mining and infrastructure industries. United. Inspired. Performance unites us, Innovation inspires us, and commitment drives us to keep moving forward. In the countries where you can find Epiroc, we encourage our employees to take ownership of their own development and careers with the support of their leaders. We are committed to giving you every opportunity to succeed in a culture of innovation, diversity, and collaboration, combined with a caring atmosphere. Diversity and sustainability are key to growing fresh and innovative ideas and solutions for our customers. Epiroc is a leading manufacturer for the mining and infrastructure industries. Learn more at

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