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|----------------------|---------------------------|
| <b>Business Unit</b> | CustomCare                |
| <b>Job Title</b>     | Senior Technical Engineer |
| <b>Reporting to</b>  | Head of Operations        |
| <b>Date</b>          | February 2026             |
| <b>Location</b>      | Uk/Remote                 |

### About CDE

CDE exists to create our best world through bold engineering in the waste recycling and natural material processing industries. We move forward together, continuously creating to the highest global standards. We are always customer-focused, relentlessly innovating with a single purpose in mind:

**To create our best world, a ton at a time.**

CDE is the leading provider of wet processing solutions for the materials processing industry. Our equipment has applications across a wide range of materials and is delivering significant efficiencies in construction, demolition and excavation waste recycling (CD&E), sand and aggregates, mining, industrial sands and environmental sectors. Working across five regions globally, CDE has been co-creating with customers for 30 years to deliver collaborative, imaginative and unique processing systems for over 2,000 successful projects.

We empower our customers to transform waste into valuable resources through innovative co-creation, laying the foundations for the circular economy. And we help our customers maximise their natural resources in the most sustainable way possible – with greater efficiency and less waste than ever before.

Our people are genuinely empowered to lead and deliver highly strategic and innovative projects. Elevating our employees is vitally important to us and we do this on both a professional and personal level through providing opportunity and challenge to all and cultivating a culture that values employee wellbeing and fun. Our Platinum status in the world-recognised Deloitte Best Managed Companies Awards, achieved for thirteen consecutive years is testament to this approach.

Our global headquarters and manufacturing centre of excellence are located in Northern Ireland, perfectly positioned to serve the UK and Ireland markets. The company also has teams based in Austria, France, and Russia to serve the Europe and Russia markets; Dubai, UAE, to serve the MEA market; Ormeau, Australia to serve the Australasian market; as well as Texas, USA and Belo Horizonte, Brazil to effectively serve the vast Americas market.

Learn more about CDE [www.cdegroupp.com](http://www.cdegroupp.com)

## Job Purpose

Reporting to the Head of Operations and working closely with the rest of the Custom Care team, the Custom Care Technical Engineer will be pivotal with developing optimal service delivery and operational platforms for the region.

The Engineer will strive for all customers to be a Customer for Life with CDE, by ensuring CustomCare is committed to delivering operational excellence for all customer requirements.

## Key Responsibilities

- Act as the regional technical authority for CustomCare, providing expert guidance and support to customers, Regional Service Engineers, Customer Relationship Managers, and internal stakeholders.
- Identify and promote upgrade, optimisation, and aftermarket opportunities which deliver measurable value to customers whilst supporting the growth of the CustomCare business.
- Support warranty investigations and technical claims, ensuring timely resolution and accurate root-cause analysis.
- Interpret customer process data and recommend suitable pump solutions detailing flow, head and power requirements.
- Develop technical specifications for wash plant upgrades, including screen sizing, cyclone selection, conveyor sizing, and performance optimisation
- Analyse particle size distribution (PSD) data from aggregate and sand samples to specify optimum screening media sizes in line with target product gradations and customer specifications.
- Liaise with the Electrical Department to coordinate, track, and resolve electrical queries and interface issues
- Attend project review meetings and monitor the progress of technical action items to ensure timely completion.
- Review quotations for technical accuracy.
- Assist with onboarding non-OEM suppliers, conducting technical evaluations of their products, and supporting supplier quality assurance visits.
- Provide technical leadership across the region, coordinating technical priorities and supporting the effective deployment of engineering resources to meet business and customer requirements.
- Ensure full compliance to our H & S Management system at all times.

*NB: Please note, this job description is not exhaustive as other duties may be required to fulfil the requirements of the role*

## Person Specification

| <b>Criteria</b>                  | <b>Essential</b>                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Desirable</b>                                                                                                                                                       |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualification/Attainments</b> | <ul style="list-style-type: none"> <li>• ONC/HNC/HND Qualification</li> <li>• 5 GCSEs grade A - C</li> </ul>                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Engineering degree</li> <li>• Chartered Engineer</li> </ul>                                                                   |
| <b>Relevant Experience</b>       | <ul style="list-style-type: none"> <li>• Extensive experience of working in the Quarry/Environmental Industry</li> <li>• Extensive experience of dealing with customers</li> <li>• Extensive service experience</li> <li>• Wash Plant Technical Expertise</li> <li>• Basic H &amp; S qualifications for site works</li> <li>• Experience in MS Office particularly Outlook, Word, Power Point &amp; Excel</li> </ul> | <ul style="list-style-type: none"> <li>• Alternative experience with Parts</li> <li>• Fully conversant with all Health &amp; safety regulations</li> <li>• </li> </ul> |
| <b>Special Aptitudes</b>         | <ul style="list-style-type: none"> <li>• Good planning &amp; Organising Skills</li> <li>• Effective communicator – verbally and through reports</li> <li>• Excellent Interpersonal skills</li> <li>• Builds relationships quickly</li> <li>• Uses Initiative</li> <li>• Methodical</li> <li>• Ability to work as a team member</li> </ul>                                                                            |                                                                                                                                                                        |
| <b>Disposition</b>               | <ul style="list-style-type: none"> <li>• Fit and capable of lifting articles as required for the job</li> <li>• Fit and capable of working at heights</li> <li>• Assertive</li> <li>• Confident</li> </ul>                                                                                                                                                                                                           |                                                                                                                                                                        |
| <b>Circumstances</b>             | <ul style="list-style-type: none"> <li>• Clean current driving license</li> <li>• Willing to undertake travel as and when required</li> </ul>                                                                                                                                                                                                                                                                        |                                                                                                                                                                        |



*We are a global company and welcome applicants from all countries and backgrounds.*

*Desirable criteria may be used for shortlisting. The Company reserves the right to vary criteria at the shortlisting stage*