Business Unit	Customer Solutions - CustomCare
Job Title	Regional Service Engineer DACH
Reporting to	CustomCare Regional Manager – Europe
Location	CDE Europe GmbH / 4653 Eberstalzell / Solarstraße 6a / Austria
Date	November 2025

WE ARE CDE.

HERE TO CREATE OUR BEST WORLD, A TON AT A TIME.

Sand is a finite resource, and it's running out. Today, population growth and the pace of progress means the world is devouring sand like never before – 50 billion tonnes a year globally. This demand is unsustainable. Together with our customers we have already diverted over 100 million tonnes of waste material from landfill and put it back into the materials market for use in construction; protecting sand & aggregates in areas where natural material reserves are in decline and enabling production to happen closer to markets. We are minimising environmental impact and laying the foundations for the circular economy.

At CDE we work across the natural processing and waste recycling sectors, in five regions, to pioneer industry-leading, world-changing engineering solutions. Our headquarters are in Northern Ireland, and we have offices in the USA, Australia, Austria, and Brazil. For over 30 years we have relentlessly innovated and co-created wet processing solutions – completing over 2,000 global projects – and we're only getting started. Our purpose is to create our best world, a ton at a time; empowering our customers to transform their materials into valuable resources for the betterment of people, planet, and their bottom lines.

Discover more about life at CDE **www.cdegroup.com**

Job Purpose

As part of our growth strategy, we are looking for a skilled engineer to join our family business. We are looking for an independent and confident individual with a strong background in plant, electrics and mechanics and a team player.

Our team of engineers are the 'heartbeat of our business' and pride themselves in the team comradery that they create whilst delivering first class service for our customers.

The role of the RSE will be to provide aftersales support for all customers within region. This will involve troubleshooting issues by self where possible or coordinating additional resource as required.

Responsibilities

Key duties and responsibilities

- Carry out planned/unplanned maintenance as required including PMI (preventative maintenance inspection) visits and customer breakdowns.
- Ensure all site operational tasks are being completed under the correct Health & Safety paperwork and in a safe manner.
- Complete risk assessments in line with company health and safety policy and ensure safe working practices are always in place.
- Inspect, service, repair and maintain CDE plant and equipment to the manufactures specifications and to ensure plant reliability and safety.
- Have a keen eye for detail, reporting equipment and plant defects and upselling the services provided by CDE wherever possible. This also comes with financial benefit for the candidate for all opportunities created.
- Liaising with customers to agree parts requirements.
- Complete detailed technical reports following services and breakdowns along with supporting photographs and all allocated times via CDE's in house reporting system.
- Carry out routine maintenance to prevent downtime.
- Completing customer breakdowns and repairs in a timely manner.
- Working closely with the service department and management team
- Assist in site operator awareness training to optimise plant performance.
- Extensive travel throughout the region. Working outside normal hours will be necessary (as and when required).
- Any other duties as deemed necessary to fulfil the role
- Acting as an ambassador for CDE by 'Putting the Customer First'.
- Provide after-sales support for all customers within region. This will include working on your own and coordinating additional resources as required.
- Support the wider CustomCare team through site and customer visits where required and liaising with the Engineering team to develop the best technical solutions for our customers.

- Provide detailed customer focused reports from site visits back to the operations team to record progress and recommend future improvements.

- Extensive travel throughout the region. Working outside normal hours will be necessary (as and when required).

The ideal candidate will have:

- Relevant experience and qualifications e.g. City and Guild, NVQ Level 3 qualifications or equivalent to or greater than

- Good IT Skills

- Experience – knowledge and experience of a variety of machinery ideally in the construction or agricultural industry.

- Relationship Builder – ability to interact with customers and develop/build a relationship that ultimately delivers a positively satisfying experience.

- Communication – ability to deliver appropriate communication both internally and externally to allow planning and continued work to be effectively completed.

- Time Management – ability to set timescales to own tasks to enable completion of duties and to ensure all tasks are carried out with a level of urgency and within a timely manner, whilst not compromising safety.

- Presentation - present a professional image at all times.

- Must carry a full driving licence (essential)

- CSCS Safe pass (non-essential)

- Training and development opportunities.

- Problem solving and decision-making skills.

- Self-motivated and able to work individually and as part of a team.

- Fault find quickly and maintain positive working relationships with customers.

NB. this job description is not exhaustive as other duties may be required to fulfil the requirements of the role.

Criteria	*Essential*	*Desirable*
Qualification/ Attainments	• Health & Safety qualification • Good level of secondary education with high degree of numeracy and literacy • German and English language.	•
Relevant Experience	• Minimum 3 years' experience in similar role • Relevant practical experience working on quarry machinery or similar • Basic understanding of hydraulics	• Experienced Welder • Basic understanding of pneumatics • Experience in washing plant maintenance & repair • HMI user experience • Pump maintenance experience • Screening maintenance experience •
Special Aptitudes	• Ability to use design packages including AutoCad • Knowledge of technical flow diagrams • Good Commercial Awareness • Excellent analytical and problem-solving skills •	
Disposition	• Proven organisational skills with the ability to effectively plan, organise and control daily workload • Computer literate in Windows based Software Products • Basic understanding of pneumatics •	
Circumstances	• Available to work flexible hours • Willingness and ability to travel frequently • Full, clean driving license (company van provided)	

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

General

Remuneration:

If you have the appropriate qualifications, we offer a corresponding, negotiable salary above the collective agreement.

Initial contact:

If you are interested in our job advertisement, please contact either

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