STM Minerals AG is an ambitious mining equipment company based in Baden, Switzerland. Our high-tech mills are used for efficient extraction of minerals in the regrind, fine and ultra-fine grinding industries. STM develops, produces, assembles, commissions and services these specialised mills worldwide.

To strengthen our team in Australia, Swiss Tower Mills Minerals Australia Pty Ltd is looking for a motivated

**Product Support Engineer-Service**

Your responsibilities:

- Engineering and coordination for Service-related business, including spare and wear parts, upgrades, troubleshooting, and Field Services.
- Serve as the company’s first point of contact for all Service-related technical support and build and maintain long-term customer relationships together with our local Service sales supports and agents
- Technically competent support for our machines on customer systems with the aim of continuously optimizing equipment availability
- Planning and handling of Service projects with a high customer-oriented focus using input from different internal departments
- Supporting manufacturing partners with technical questions, validation of solutions, cost optimization, approvals, and customer documentation
- Developing Service Products, together with Engineering and Field Service Engineers
- Leading and coordinating Service site activities (Supervision, Commissioning, Audits, and Inspections)

Your background:

- Minimum 5-10 years of experience in the Mining or Cement industry
- Hands-on and problem-solving mentality
- A collaborative, solution-focused approach and strong written and spoken communication skills
- High customer and solution orientation, paired with a communicative personality and ability to interact with different stakeholders
- A Bachelor’s or master’s degree in Engineering
- Willingness to travel 20%

We offer you:

- Permanent role
- Work/life balance - remote working and Flexi days

An engaging and diverse challenge in a success-oriented company with competitive remuneration and good development opportunities.

Do you think this job is for you? Then we look forward to receiving your application via LinkedIn.

**Swiss Tower Mills Minerals Australia Pty Ltd**

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