Training & Customer Support Specialist

Join us in our mission to pioneer new thinking in crane lifting and logistics

At Roborigger, you will be a part of an exciting Perth-based company that is expanding its local and international operations. Roborigger is a rapidly expanding company with products that improve safety and increase efficiency for lifted loads. We have a range of products that include the original Roborigger load controlling device as well as camera systems, our internet-connected data collection, logistic management and planning software, and wireless controlled hooks. We are at the forefront of the technologies that will transform the construction and resources industries.

Our focus is now on developing our distribution and support capabilities worldwide. We need people who enjoy the challenge of walking on new ground with new ideas.

About the role

We are looking for a Training and Customer Support Specialist who can work with our product development, marketing and sales teams to deliver efficient training to users worldwide, and who can build and maintain strong relationships with Roborigger users once they've been trained. This role will involve travel to support and train our national user base and our agents worldwide.

About you

You do not need to match every listed expectation to apply for this position. At Roborigger, we are committed to fostering innovation and welcome diverse experience, backgrounds and skills. We're looking for someone who isn't bound by what has been done in the past, but excited by what's possible in the future.

- You will have formal qualifications and experience as a rigger, dogman or crane operator.
- You will have experience as a trainer. A formal qualification is not a perquisite but a benefit.
- You will have a strong capability to work with both the engineering team and the manufacturing and service teams, and be able to grasp the technical aspects of the product.
- You will be the primary conduit for gathering feedback from Roborigger users and providing this to the design and operations teams. You will enjoy talking with site personnel and hearing about their experiences on the job.
- You will be highly computer literate and able to prepare operating manuals and work instructions that address the varying needs and capabilities of our worldwide group of users.
- You will be self-motivated and able to work autonomously, with a willingness to travel as required.
- Most of all, you will be excited about our product line and keen to be part of a company moving at a rapid pace.

What we offer

We offer competitive remuneration, plus a share option plan that gives you a stake in the company's success as we grow.

How to apply

If this sounds like you, we'd love to hear from you. Please send your resume and a cover letter outlining how you meet the job requirements to Derick Markwell, Managing Director, at **hr@roborigger.com.au**