

Service Technician

Position Specifics

Department: Service
Reports to: Service Manager
Supervises: None

Purpose

Performs diagnostics, service repairs and maintenance work on customer and/or dealer-owned agricultural and turf equipment. May require some direction, training or guidance from the Service Manager, Group Service Manager, Foreman or other Senior Technicians.

Responsibilities

- ⊖ Performs diagnostics and repairs on agricultural and turf equipment and established Precision Ag Products.
- Participates in Service EDUCATE Training programs required for the development of skills and knowledge.
- Maintains current knowledge of John Deere and competitive products.
- Maintains condition of vehicles, inventory, tools and equipment.
- Maintains a clean work area and performs work in a neat and orderly fashion.
- Follows all safety rules and regulations in performing work assignments.
- Completes all reports and forms required in conjunction with work assignments.
- Accounts for all time on a timecard and for all materials used in performing assigned duties.

Skills & Experience

- Trade qualification in the Automotive, Road Transport, Earthmoving, vehicle dismantling industry.
- Ability to learn new systems and products with the required training and resources.
- Proven previous experience performing service repairs.
- Ability to perform repairs and required maintenance using special tools and equipment following Technical Manual procedures.
- Proficient knowledge of mechanical, electrical and hydraulic systems used in the repair of agricultural and turf equipment.
- Ability or willingness to use Service Advisor and basic computer functions with the appropriate training.
- Ability or willingness to operate vehicles and equipment used for diagnostic purposes.
- Proficient oral and written communication skills.
- Ability to lift heavy items repeatedly.
- Valid driver's license.
- Forklift license preferred but not essential.