

Ag-Power Field Service Technician



Position Specifics:

Department: Service

Reports to: Service Manager or Service Location Manager

Supervises: None

Purpose:

Independently performs complex on-site diagnostics, service repairs and maintenance work on customer agricultural and turf equipment. May require some direction or guidance from the Service Manager, Service Location Manager, or Shop Foreman.

Responsibilities:

- Performs complex on-site diagnostics and repairs on agricultural and turf equipment and established Ag Management Solutions (AMS) products
- Participates in required Service EDUCATE Training programs
- Supports customer clinics
- Reviews and explains any maintenance, repair, or other service concerns directly with the customer and documents on work order
- May promote and sell dealer service programs directly to customers
- May establish and implement effective stocking processes with the Parts Department to maintain the proper seasonal parts inventory in the vehicle
- Maintains current knowledge of John Deere and competitive products
- Maintains condition of mobile service vehicle, trailer, inventory, tools and equipment
- 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 and material used in performing assigned duties

Experience, Education, Skills and Knowledge:

- 4+ years of experience performing service repairs
- Outstanding interpersonal and customer service skills
- Ability to perform complex repairs and required maintenance using special tools and equipment following Technical Manual procedures
- Expert knowledge of mechanical, electrical and hydraulic systems used in the repair of agricultural and turf equipment
- Ability to use Service Advisor and basic computer functions
- Ability to operate vehicles and equipment used for diagnostic purposes
- Ability to lift at least 75 lbs. repeatedly
- Advanced or Master Service Technician certification preferred
- High School Diploma or equivalent experience required; Associates degree preferred

- Valid driver's license required; CDL (Commercial Driver's License) preferred
- Ability to operate a Field Service Truck, 1 ton to CDL Classification (16,000lbs. – 33,000lbs.)
- Fork lift license preferred
- While performing the duties of this job the employee is regularly required to stand; walk; use hands to handle or feel.
- The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch or crawl. The employee is regularly required to lift 10 pounds up to 25 pounds.
- The employee is frequently required to lift up to 50 pounds.
- The employee is occasionally required to lift up to 75 pounds.
- While performing the duties of this job, the employee is regularly required to talk and hear.

Work Environment:

- While performing the duties of the job the employee is regularly exposed to moving mechanical parts and fumes or airborne particles.
- The employee is frequently exposed to outside weather conditions.
- Employee is frequently exposed to loud noise levels.