

Service Technician



Position Specifics:

Department: Service Technician

Reports to: Service Manager

Supervises: None

Purpose:

Performs basic diagnostics, service repairs and maintenance work on customer and/or dealer-owned agricultural and turf equipment. May require some direction or guidance from the Service Manager, Service Location Manager, Shop Foreman or senior technicians.

Responsibilities:

- o Performs basic diagnostics and repairs on agricultural and turf equipment and established Ag Management Solutions (AMS) products
 - o Participates in Service EDUCATE Training programs required for the development of skills and knowledge
 - o Maintains current knowledge of John Deere and competitive products
- Maintains condition of vehicles, inventory, too

Experience, Education, Skills and Knowledge:

- o 1+ years of experience performing service repairs
- o Ability to perform basic repairs and required maintenance using special tools and equipment following Technical Manual procedures
- o Proficient knowledge of mechanical, electrical and hydraulic systems used in the repair of agricultural and turf equipment
- o Ability to use Service Advisor and basic computer functions
- o Ability to operate vehicles and equipment used for diagnostic purposes
- o Proficient oral and written communication skills
- o Ability to lift at least 75 lbs. repeatedly
- o Basic Service Technician certification preferred
- o High School Diploma or equivalent experience required; Associates degree preferred
- o Valid drivers license is required
- o Fork lift license preferred