

# Technician Mobile Mentor



## Position Specifics:

**Department:** Service Technician

**Reports to:** Service Manager

**Supervises:** None

## Purpose:

Works alongside technicians in order to mentor them throughout a repair or diagnostic determination in order to increase the ability of that individual in order to repair a unit in an efficient manner. Provides technical assistance to anyone within the organization on a technical issue.

## Responsibilities:

- o Works with Mobile Technology Manager to identify what areas each technician needs mentoring
- o Utilize technology in order to connect and mentor technicians throughout all locations
- o Communicates efficiently with service managers, technicians, store managers, and others within organization
- o Mentors, remotely or in person, technicians on 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
- o Maintains condition of company inventory, tools, and equipment
- o Maintains a clean work area and performs work in a neat and orderly fashion
- o Follows all safety rules and regulations in performing work assignments

## Experience, Education, Skills and Knowledge:

- o 5+ years of experience performing service repairs
- o Ability to teach and train 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 Basic Service Technician certification preferred
- o High School Diploma or equivalent experience required; Associates degree preferred
- o Valid drivers license is required
- o Basic computers skills