

Service Technician



Department: Service

Reports to: Service Manager

Supervises: None

Salary Grade:

FLSA Status: Non-Exempt

Effective Date: October 2011

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 or senior technicians. Consistently exhibits MidWest Machinery Company's core values of Commitment, Passion, Progressiveness, Integrity, and Value Delivery.

Responsibilities:

- Performs basic diagnostics and repairs on agricultural and turf equipment and established Ag Management Solutions (AMS) 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 time card and for all material used in performing assigned duties
- May perform diagnosis and repair in the field
- Interacts in a positive and respectful manner with customers and fellow employees
- Shares knowledge and skills with other company technicians
- Performs other duties as assigned

Experience, Education, Skills and Knowledge:

- 1+ years of experience performing service repairs or certificate/diploma from a recognized program
- Ability to perform basic 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 to use Service Advisor and basic computer functions
- Ability to work extended hours and weekends
- Ability to operate vehicles and equipment used for diagnostic purposes
- Proficient oral and written communication skills
- Basic Service Technician certification preferred
- High School Diploma or equivalent experience required; Associates degree preferred

- Valid drivers license and insurable driving record and fork lift certification preferred

Physical and Mental Requirements:

- Frequent bending and stooping
- Ability to repeatedly lift up to 75 lbs.
- Standing for extended periods of time
- Occasional work outdoors in extreme heat or cold, rain or snow
- Occasional work on ladders
- Ability to use a forklift/skidloader
- Occasional work in confined spaces