

JOB DESCRIPTION - TECHNICIAN

Essentials of Job Description - Technician

1. Reporting Relationships: Technicians report to the position of Shop Foreman, if a separate position is in place, or directly to the Operation Manager.
2. Reporting to this position: None.
3. Education Requirements: High School diploma or equivalent is required. Preferred is Post High School training, especially in the mechanical technical area.
4. Additional Requirement: Regular Operator's driving license. Preferred: CDL license.
5. Experience Required: A minimum of three years of experience in a technical repair position and/or the same level of experience in on-the-job training in mechanical repair in a farm setting.
6. Skills, Knowledge, and Abilities: The position of Technician requires the ability to communicate verbally and in writing, with clarity. The position requires that the person be able to operate large and small farm and light industrial equipment as well as small power and manual hand tools. Additionally the operation of light trucks for service calls is required.
7. Physical Requirements: Body Positions include standing for long periods of time. Body Movements require walking, turning head and torso, bending arms, wrists and fingers. Body Senses include full use of eyes, ears and full power of speech. The technician must be able to carry 50 lbs. A distance of twenty feet at a bench (waist) height.
8. Mental Requirements: The Technician must be able to read repair diagrams and interpret service manuals. The Technician must be able to communicate technical information verbally, over phone transmission, and in writing being both concise and accurate. Language requirements are ability to read and communicate in English at a level of ability to give instruction in operation of equipment and carry on an interchange of ideas with customers. Mathematic requirements include being able to perform routine arithmetic calculations required to prepare quotations and do hydraulic flow and pressure analysis.
9. Working Conditions: Work will be done in an environment that at times will be greasy and dirty. Some work will be outside in inclement weather. Travel by vehicle to customer locations may be required with will involve routine traffic hazards. Two fifteen minute breaks will be allowed: one mid-morning and one mid-afternoon.

10. Duties and responsibilities: Duties and responsibilities include, but are not limited to:
- A. Repairs, tests, and calibration of farm equipment and machinery sold and serviced by the dealership.
 - B. Provide customers and sales staff with technical assistance and support on all equipment accepted for repair and maintenance by the dealership
 - C. Performing field calls, as required by customers and capability of operating farm equipment in the field.
 - D. Preparation of proper and accurate invoices.
 - E. Service and repair of equipment accepted by the dealership either in trade or from customer request.
 - F. Achieving levels of customer satisfaction for repair and servicing of equipment according to standards set for by New Holland and/or the dealership.
 - G. Respond to phone inquiries, through the Operation Manager, regarding service and repair of equipment.
 - H. Provide customer training on the operation of equipment sold by the dealership.
 - I. Preparation and recording of parts and time used to service and repair equipment. Completion of work orders is a requirement of the position of Technician.
 - J. Maintaining a clean shop and storage area.
 - K. Any additional duties as assigned by the Operation Manager.

Summary: A Technician will be evaluated by the Operation Manager specifically on those items outlined in this job description as well as those normally expected of all employees. Demonstration of good judgment and performance of the duties as outlined in this job descriptions will be evaluated. The Technician should seek guidance and direction as necessary to perform his duties. You should maintain and enhance the company image and be courteous and professional at all times. You should be well groomed, courteous to fellow employees, uphold confidentiality of customer, company and employee information. You should not abuse or take advantage of company time and perform any duties as required by the Operation Manager. The position of technician is a huge responsibility. Many customer will make their decision about doing business at the dealership based on the service provided by the Technicians.