

POSITION DESCRIPTION

Job Title Service Technician

Job Purpose / Performance Outputs:

Provides product service including trouble-shooting for electrical, mechanical and hydraulics and repairs of such.

Essential Functions Performed: (Other functions/tasks may be required besides those listed)

- Performs unit failure analysis
- Orders required parts for repair work, unit testing and unit painting
- Assists power products personnel in unit build up, assemble and disassemble
- Delivers, Installs and Repairs equipment
- Develops parts list for customer orders
- Occasionally orders parts
- Occasionally assists with inside sales
- Welding
- Troubleshooting and installation of electrical controls and components
- Mechanical fabrication

Core Job Competencies (skills, knowledge, abilities) Required:(Others may be required)

- * Mechanical, electrical and hydraulic aptitude and knowledge, capable of a wide range of troubleshooting, testing and rebuilding of engines, electrical and mechanical equipment
- * Blue Print reading capability
- * Welding Ability
- * Knowledge of equipment instrumentation and gages and testing processes
- * Attention to detail
- * Knowledge of required safety and housekeeping rules, guidelines and policies
- * Technical Translation of mechanical product and repair documents and customer and vendor specifications
- * Communication skills, verbal and listening and phone skills
- * Interpersonal skills
- * Decision making skill in selecting appropriate service needs and applications
- * Negotiations skills with customers on service requirements and assisting with inside sales
- * Behavior flexibility in dealing with both external customer situations and internal support staff

Minimum Education Level, Type, Certification :

High School Diploma
Tech School Graduate

Specific Experience - Amount and Type:

3 years mechanical repair experience and 2 to 3 years experience in servicing customers

JOB CONDITIONS / REQUIREMENTS - Hours, Travel, Physical, Tools, etc.:

24 hour on call to customer needs
Travel, including overnight travel
Product repair certifications
Valid driver's license
Varying hazardous job conditions and safety apparel required