

Job Purpose / Performance Outputs:

Provides product service including trouble-shooting for mechanical, electrical 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
- Develop a parts list for customer orders
- Occasionally orders parts

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,
- * Blue Print reading capability
- * Knowledge of equipment instrumentation and gages and testing processes
- * 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 skills in selecting appropriate service needs and applications
- * Negotiation 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 of mechanical repair experience and 2 to 3 years of 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