



JOHN DEERE



# Service Technician

**Position Specifics:**

**Department:** Service

**Reports to:** Service Manager

**Supervises:** None

**Purpose:**

Perform 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.

**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
- Performs other duties as assigned

**Experience, Education, Skills, and Knowledge:**

- 2+ years of experience performing service repairs
- 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 operate vehicles and equipment used for diagnostic purposes
- Proficient oral and written communication skills
- Ability to lift at least 75 lbs. repeatedly
- Basic Service Technician certification preferred
- Valid driver's license and clean driving record
- Fork lift license preferred
- High School Diploma or equivalent experience required; Associates degree preferred