



Turf & Utility Service Technician



Position Specifics:

Department: Service

Reports to: Service Manager or Service Location Manager

Supervises: None

Purpose:

Independently performs diagnostics, service repairs and maintenance work on customer and/or dealer-owned turf & utility equipment. May require some direction or guidance from the Service Manager, Service Location Manager, or Shop Foreman.

Responsibilities:

- Performs diagnostics and repairs on turf & utility equipment
- Participates in Service EDUCATE Training programs required for the development of skills and knowledge
- Conducts or supports customer clinics
- 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 and all material used in performing assigned duties
- May perform diagnosis and repair in the field

Experience, Education, Skills and Knowledge:

- 1+ years of experience performing service repairs
- Ability to perform repairs and maintenance using special tools and equipment following Technical Manual procedures on machines of the Technician's specialty
- Knowledge of mechanical, electrical and hydraulic systems used in the repair of turf & utility equipment
- Excellent skills in operating vehicles and equipment used for diagnostic purposes
- Ability to use Service Advisor and basic computer functions
- Ability to lift at least 75 lbs. repeatedly
- High School Diploma or equivalent experience required; Associates degree preferred
- Valid driver's license required; and fork lift license preferred