

Job Title: Service Technician - Level 2
Department: Service
Reports To: Service Manager or Service Department Foreman
Supervises: May Supervise Level 1 Technician and Trainees or Apprentice

Contact: Travis Vetch, 605-649-7665, vetcht@deerequipment.com or Mark Buchholz, Regional Manager: 605-769-2030, buchholz@deerequipment.com

Job Function:

Independently performs basic/complex diagnostics, service repairs and maintenance work on customer and/or dealer-owned agricultural equipment/outdoor power equipment.

Essential Duties:

1. Performs basic/complex agricultural equipment/outdoor power equipment diagnostics and determines what repairs are needed, if required.
2. Performs basic/complex agricultural equipment/outdoor power equipment repairs as requested by the Service Manager/Shop Foreman.
3. Participates in all job-related training and development.
4. Prepares all reports and forms required in conjunction with work assignments.
5. Maintains current product knowledge of John Deere and competitive products.
6. Maintains condition of vehicles, inventory, tools, and equipment.
7. Mentors Service Technician Apprentices and junior Service Technicians.

Skills & Qualifications:

- ☞ Proven knowledge of methods, materials, tools, and techniques used in the repair of outdoor power equipment/agricultural equipment.
- ☞ Outstanding knowledge of mechanical, electrical, and hydraulic systems.
- ☞ Excellent skills in operating vehicles and equipment used for diagnostic purposes.
- ☞ High School Diploma or GED equivalent.
- ☞ Ability to work varying shifts, weekends, and holidays.