

Position Description:

Position title:

Service Technician

Reports to:

Service Manager at Branch

Dimensions:

Direct Reports: nil

Delegated Authority: Nil

Purpose:

Responsible for the service, repair and overhaul of the components of agricultural and construction machinery and equipment. This work may be undertaken in the field on client premises and/or in the workshop.

Accountabilities:

- Diagnose, repair and maintain all machinery and equipment products that are accepted for service
- Detect mechanical and electrical faults by using gauges and other instruments as required
- Use computers to seek service and parts information and download information from on-board computers in heavy machinery
- Dismantle and rebuild machine components to manufactures specifications
- Ensure that all administration functions are completed on time and are correct
- Co-operate with all other departments to meet production and workflow deadlines
- Travel as and where directed as required
- Comply with Power Farming's environmental and Health and Safety procedures so as to develop a culture of continuous improvement
- Provide professional and ethical behaviour in your actions ensuring compliance with legislation and industry standards
- Ensure you are familiar with and comply with all organisational policies and procedures

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and the incumbent

Key relations:

- Dealer Principal
- Customers – both in branch and on-site
- Service teams in Head Office
- Other department team members

Person Specification:

	Essential:	Desirable:
Skills and knowledge:	<ul style="list-style-type: none"> • Excellent problem solving and diagnostic abilities • Excellent technical skills • Focus on safety and quality • Ability to work as a team and as an individual 	<ul style="list-style-type: none"> • A minimum of two years' experience in Agricultural machinery background. (mechanic) or • A minimum of two years' experience in Construction machinery background (mechanic)
Qualifications required:		<ul style="list-style-type: none"> • A qualification in heavy diesel engineering or diesel mechanic
Key competencies:	<ul style="list-style-type: none"> • Complex problem-solving logic • To have excellent people skills to deal with customers to meet their needs • Can demonstrate excellent documentation and clerical skills required to keep accurate records of work undertaken and customer requests • Be technically inquisitive and keep abreast of mechanical best practices • Puts safety first 	
Work experience:	<ul style="list-style-type: none"> • Min 2 years working in a mechanical repair workshop 	<ul style="list-style-type: none"> • Min 2 years working in an agricultural or construction repair function

Approved by:

PF Service Managers

Date:

2024