

## Position Description:

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| <b>Position title:</b> | Senior Service Technician |
| <b>Reports to:</b>     | Service Manager at Branch |

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|--------------------|-------------------------------------------------|
| <b>Dimensions:</b> | Direct Reports: nil<br>Delegated Authority: Nil |
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| <b>Purpose:</b> | 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. |
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| <b>Accountabilities:</b> | <ul style="list-style-type: none"><li>• Diagnose, repair and maintain all machinery and equipment products that are accepted for service</li><li>• Detect mechanical and electrical faults by using gauges and other instruments as required</li><li>• Use computers to seek service and parts information and download information from on-board computers in heavy machinery</li><li>• Dismantle and rebuild machine components to manufactures specifications</li><li>• Ensure that all administration functions are completed on time and are correct</li><li>• Co-operate with all other departments to meet production and workflow deadlines</li><li>• Travel as and where directed as required</li><li>• Comply with Power Farming's environmental and Health and Safety procedures so as to develop a culture of continuous improvement</li><li>• Provide professional and ethical behaviour in your actions ensuring compliance with legislation and industry standards</li><li>• Ensure you are familiar with and comply with all organisational policies and procedures</li><li>• Coach, Guide and Mentor Apprentice and Service Technicians.</li></ul> |
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*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:**

- Excellent problem solving and diagnostic abilities
- Excellent technical skills
- Focus on safety and quality
- Ability to work as a team and as an individual

- Agricultural machinery background. (mechanic) or
- Construction machinery background (mechanic)

**Qualifications required:**

- Heavy Machinery/Automotive service technician

**Key competencies:**

- 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:**

- Min 2 years working in a mechanical repair workshop
- Min 2 years working in an agricultural or construction repair function

**Approved by:**

PF Service Managers

**Date:**

2024