Shop Service Technician – Agricultural Equipment

Position Summary

The Shop Service Technician is responsible for the preventive maintenance, diagnostics, repair, and service of tractors, application equipment, implements, and other agricultural machinery. This position requires expertise in diagnosing and repairing gasoline and diesel engines, including two-cycle and four-cycle engines, as well as a working knowledge of hydraulic and electrical systems. The Shop Technician works primarily at the company's service facility and reports directly to the Service Manager.

Key Responsibilities

Equipment Maintenance and Repair

- Perform preventive maintenance, inspections, diagnostics, and repairs on agricultural equipment, tractors, implements, and application equipment.
- Troubleshoot and repair gasoline and diesel engines, powertrains, hydraulic systems, and electrical systems.
- Read and interpret technical manuals, service publications, wiring diagrams, hydraulic schematics, and equipment specifications.
- Utilize diagnostic equipment and testing tools to identify mechanical and electrical issues.
- Perform advanced troubleshooting and high-quality repairs to restore equipment performance and minimize downtime.
- Accurately document repairs, inspections, maintenance activities, and service recommendations.

Customer Service

- Respond to customer service requests promptly, professionally, and courteously.
- Communicate repair findings, maintenance recommendations, and equipment operating concerns clearly to customers.
- Serve as a technical resource and primary support contact for customers in the field.
- Ensure customer satisfaction through quality workmanship, timely service, and effective communication.
- Keep management informed of customer concerns, service issues, and equipment conditions.

Safety and Compliance

- Follow all company and customer safety policies, procedures, and regulations.
- Maintain a safe, clean, and organized work environment.
- Wear and properly use all required Personal Protective Equipment (PPE), including safety glasses, gloves, protective clothing, and footwear.
- Participate in safety meetings, training programs, and accident prevention initiatives.

- Operate company vehicles, service trucks, tools, and equipment in a safe and responsible manner.

Professional Standards

- Maintain a professional appearance and represent the company positively at all times.
- Demonstrate honesty, integrity, accountability, and respect in all customer and employee interactions.
- Accept ownership of assigned work and follow tasks through to completion.
- Protect confidential company, customer, and product information.
- Attend required meetings, training sessions, and manufacturer certification programs.
- Adhere to all company policies and departmental procedures.
- Perform additional duties and special projects as assigned.

Qualifications/Experience

- Experience servicing and repairing agricultural equipment preferred.
- Knowledge of agricultural equipment operations and maintenance practices.
- Customer service experience with the ability to build and maintain positive customer relationships.

Education

- Associate degree preferred.
- Equivalent combination of education, technical training, and relevant work experience will be considered.

Technical Skills

- Strong mechanical aptitude with experience troubleshooting diesel and gasoline engines.
- Working knowledge of hydraulic, electrical, and electronic systems.
- Proficiency in reading schematics, service manuals, and technical documentation.
- Basic computer skills for documentation, reporting, and communication.

Required Skills and Abilities

- Excellent diagnostic and problem-solving abilities.
- Strong verbal and written communication skills.
- Ability to read, interpret, and apply technical information and safety procedures.
- Strong interpersonal and customer service skills.
- Ability to make sound decisions and work independently with minimal supervision.
- Strong organizational and time-management skills.
- Ability to multitask and adapt to changing priorities.
- Ability to professionally handle difficult or dissatisfied customers.
- Ability to prioritize work and meet established deadlines.

Physical Requirements

- Ability to lift and carry 20–50 pounds occasionally.
- Ability to perform physically demanding tasks associated with equipment inspection, maintenance, and repair.
- Ability to work in varying weather and environmental conditions.

- Ability to wear required PPE and safely perform field service duties.
- Must successfully pass a pre-employment background check, physical examination, and drug screening.

Work Environment

- Work is performed at customer sites, agricultural operations, service facilities, and outdoor environments.
- Regular exposure to moving machinery, mechanical parts, noise, dirt, dust, weather conditions, and other job-site hazards.
- Requires thorough knowledge of equipment systems and adherence to established safety procedures.
- Must be able to work independently and collaboratively in a team environment.
- Ability to work a standard five-day schedule, including overtime and occasional weekend hours as business needs require.
- Must maintain a valid driver's license and meet all eligibility requirements for operating company vehicles.

Core Competencies

- Technical Expertise
- Agricultural Equipment Knowledge
- Customer Focus
- Safety Awareness
- Problem Solving
- Accountability
- Communication
- Adaptability
- Professionalism
- Time Management
- Teamwork