

**Service Technician Level 1**

Reports To	Service Manager
Department	SERVICE
FLSA Status	Non-Exempt
EEO Classification	Technician

Successful candidates are expected to comply with the general attendance policies.

Successful candidates are expected to comply with all safety policies and procedures.

**Primary Purpose**

The Level I Service Technician will develop a basic knowledge of mechanical and control systems, while assisting other service personnel in testing and assembling components and machines. The technician may also perform pre-delivery service on new machines and assist with maintenance and repair of equipment and routine service issues on fleet of vehicles.

**General Description**

Providing service and customer support during field visits or dispatches. Managing all on site repair, maintenance and test tasks. Diagnosing errors or technical problems and determining proper solutions.

**Essential Duties**

	Duties	Frequency
1	Complete the CNH Competency Test and begin the training program that will be completed based on test results.	100%
2	Attend and successfully complete training, as directed by management. Achieve CNH service training certification by attending and passing the Electrical, Hydraulic, Engine, and Customer Service and other classes that might arise as part of basic certification.	100%
3	80 hours of OEM training completed with a passing score in a 12 month period; after six (6) months probation.	100%
4	Develop skills in assembly of new equipment.	100%
5	Develop skills in disassembly and assembly of system components.	100%
6	Develop skills in basic testing on all machine systems.	100%
7	The service technician's level will be evaluated upon technician's request, upon manager's request, or at a minimum of once a year.	100%

8	Perform basic service tasks and all other duties assigned by the Service Manager.	100%
9	Work with a variety of tools on a daily basis including wrenches, screwdrivers, pliers, hoists, grinders; lathes, welding equipment, pneumatic and power tools on occasion.	100%
10	Identify worn or damaged parts; maintain vehicle records notating service and repairs; enter data into computer.	100%
11	Effectively handle ongoing interruptions while completing assignments within reasonable timeframe.	100%
12	Must have problem-solving abilities, mechanical aptitude and be detail oriented.	100%
13	Determine vehicle condition by conducting inspections and diagnostic tests; identify worn and damaged parts.	100%
14	Continually update job knowledge by participating in educational opportunities and reading technical and regulation publications.	100%
15	Service equipment and perform minor repairs, with supervision.	100%
16	Accurately write clear and concise descriptions of work completed on a daily basis. Complete work order process in a timely manner and make sure time entries are correct.	100%
17	Assist in cleaning equipment.	100%
18	Accept direction and instruction from qualified sources, as identified by the Service Manager.	100%
19	Maintain a clean and orderly work area consistent with professional image.	100%
20	Follow all company standards based on the employee, drug & alcohol and safety handbooks.	100%
21	Requires occasional overtime and field work.	100%
22	Perform moderate walking, standing, climbing, heavy lifting, carrying, stooping, bending, kneeling, and reaching. Work outside and inside, with greasy parts and tools while sometimes in awkward or uncomfortable positions, around moving objects, and with vehicles and machinery with moving parts. Frequent exposure to dampness and humidity, toxic chemicals, exhaust fumes, gasoline and diesel fuels.	100%

### Minimum Experience And Qualifications

Education: None Required

Experience: Excellent interpersonal and communication skills, knowledge of computer programs and the ability to use such programs effectively.  
 High School diploma or equivalent. Must show evidence of mechanical aptitude.  
 Maintain a current Driver's License with a clean driving record, be insurable through the Company and report any circumstances where driving record could be affected.  
 Must have appropriate set of tools and acquire tools as needed for performing tasks, as determined by the Service Manager.  
 Preferred applicants will have vocational training in diesel technology, agriculture or related field.

## Physical Demands

Physical activities typically performed while on the job.

Activity	Frequency	Hours
Bending/Stooping	Periodically (30%-54%)	
Climbing—Stairs, Ladders, Slope	Frequently (55%-79%)	
Crawling	Frequently (55%-79%)	
Grasping/Handling	Frequently (55%-79%)	
Kneeling	Frequently (55%-79%)	
Neck Flexion/Extension	Frequently (55%-79%)	
Reaching Forward	Frequently (55%-79%)	
Reaching Overhead	Frequently (55%-79%)	
Sitting	Frequently (55%-79%)	
Standing	Periodically (30%-54%)	
Twisting	Frequently (55%-79%)	
Walking	Periodically (30%-54%)	

## Physical Effort

Physical effort typically applied while on the job.

Lift/Carrying	Distance	Activity	Frequency
0 - 1 lb.			Occasionally (10%-29%)
1.1 - 10 lbs.			Frequently (55%-79%)
11 - 25 lbs.			Frequently (55%-79%)
26 - 50 lbs.			Frequently (55%-79%)
51 - 75 lbs.			Occasionally (10%-29%)
76 - 100 lbs.			Occasionally (10%-29%)
Over 100 lbs.			Seldom (1% to 9%)
Pushing/Pulling	Distance	Activity	Frequency
0 - 1 lb.			Occasionally (10%-29%)
1.1 - 10 lbs.			Seldom (1% to 9%)
11 - 25 lbs.			Occasionally (10%-29%)
26 - 50 lbs.			Occasionally (10%-29%)
51 - 75 lbs.			Occasionally (10%-29%)
76 - 100 lbs.			Occasionally (10%-29%)
Over 100 lbs.			Occasionally (10%-29%)

## Mental And/Or Visual Demands

Mental and/or visual demands typically sustained while on the job.

Demand	Frequency
Depth Perception	Periodically (30%-54%)
Hand and Eye coordination	Periodically (30%-54%)
Near Visual Acuity	Periodically (30%-54%)
Visual acuity, able to aim, track, and focus	Periodically (30%-54%)
Visual response to external stimuli	Periodically (30%-54%)

## Work Conditions

Work Conditions typically encountered on the job.

Condition	Frequency
Dust	Periodically (30%-54%)
Excessive Cold	Occasionally (10%-29%)
Fumes, Odors	Occasionally (10%-29%)
Noise	Occasionally (10%-29%)
Solvents, Petroleum Products	Occasionally (10%-29%)
Vibration	Occasionally (10%-29%)

## Job Specific Conditions/Demands

Job Specific Conditions and demands typically encountered on the job.

Condition/Demand	Frequency
Driving–Vehicle/Equipment	Periodically (30%-54%)
Exposure to insects, reptiles, wildlife	Seldom (1% to 9%)
Hearing	Occasionally (10%-29%)
Indoors	Periodically (30%-54%)
Loading and Unloading equipment	Occasionally (10%-29%)
Outdoors	Periodically (30%-54%)
Power Tools/Equipment	Frequently (55%-79%)
Talking	Periodically (30%-54%)

By signing and dating, all parties acknowledge the accuracy, completeness, clearness, and conciseness of the position; that essential functions are aligned with organizational goals and objectives; that compliance with all applicable legal considerations has been met, and that the employee understands the job requirements.

Employee	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Supervisor	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Human Resources	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Physician	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>