

SERVICE TECHNICIAN JOB DESCRIPTIONS

	Technician I - Entry Level Yard/Warehouse Technician Assistant Technician Check-in Apprentice Technician	Technician II - Intermediate Shop Technician Road/Field Technician	Technician III - Senior Shop Technician Road/Field Technician	Technician IV - Master or Highly Advanced Shop Technician Road/Field Technician Lead Technician
Description	Under direct supervision, the Technician I performs manual and maintenance tasks as well as minor repairs to equipment in a safe and professional manner.	Under supervision, the Technician II performs maintenance, preventive maintenance and minor repairs to equipment in a safe and professional manner.	With limited supervision, the Technician III performs maintenance and repair of complex equipment in a safe and professional manner.	With little or no supervision, the Technician IV performs maintenance and repair to all equipment in a highly skilled, safe and professional manner. This position requires an employee to possess a high degree of independent judgment.
Education/ Formal Training	<ol style="list-style-type: none"> High school diploma or equivalent Related maintenance experience a plus 	<ol style="list-style-type: none"> High school diploma or equivalent Related maintenance experience a plus Trade school training preferred Manufacturer-sponsored training a plus 	<ol style="list-style-type: none"> High school diploma or equivalent Related maintenance experience a plus Trade school training preferred Manufacturer-sponsored training preferred Welding certification a plus 	<ol style="list-style-type: none"> High school diploma or equivalent Related maintenance experience a plus Trade school training preferred Manufacturer-sponsored training preferred Welding certification a plus
Years and Related-type Experience	<ol style="list-style-type: none"> Minimum 18 years old Must own tools applicable to position Experience in minor service repair a plus 	<ol style="list-style-type: none"> Minimum 18 years old Must own tools applicable to position Active applicable state class driver's license One to two years of experience repairing/maintaining equipment or trade school graduate 	<ol style="list-style-type: none"> Minimum 18 years old Must own tools applicable to position Active applicable state class driver's license Three to five years of experience repairing/maintaining equipment and tools that require mechanical, hydraulic and pneumatic repairs 	<ol style="list-style-type: none"> Minimum 18 years old Must own tools applicable to position Active applicable state class driver's license Five or more years of experience repairing/maintaining equipment and tools that require mechanical, hydraulic and pneumatic repairs
Physical Demands/ Working Conditions	<ol style="list-style-type: none"> Activities require handling and grasping with the hands when performing repairs or maintenance of equipment by utilizing hand tools, power tools, air tools, nuts, bolts, electronic controls and other small parts Occasional use of foot/feet to operate foot pedal on equipment to test operation Frequent lifting up to 25 lbs., occasional lifting up to 50 lbs. and seldom lifting up to 75 lbs. Exposure to loud noise, dust, gas or fumes Work in unprotected weather elements Ability to wear hearing and eye protection as required Ability to bend and kneel for prolonged periods of time Ability to walk and stand on concrete and uneven surfaces for at least four hours per day Ability to climb over and into heavy equipment several times per day. 	<ol style="list-style-type: none"> Activities require handling and grasping with the hands when performing repairs or maintenance of equipment by utilizing hand tools, power tools, air tools, nuts, bolts, electronic controls and other small parts Occasional use of foot/feet to operate foot pedal on equipment to test operation Frequent lifting up to 25 lbs., occasional lifting up to 50 lbs. and seldom lifting up to 75 lbs. Exposure to loud noise, dust, gas or fumes Work in unprotected weather elements Ability to wear hearing and eye protection as required Ability to bend and kneel for prolonged periods of time Ability to walk and stand on concrete and uneven surfaces for at least four hours per day Ability to climb over and into heavy equipment several times per day 	<ol style="list-style-type: none"> Activities require handling and grasping with the hands when performing repairs or maintenance of equipment by utilizing hand tools, power tools, air tools, nuts, bolts, electronic controls and other small parts Occasional use of foot/feet to operate foot pedal on equipment to test operation Frequent lifting up to 25 lbs., occasional lifting up to 50 lbs. and seldom lifting up to 75 lbs. Exposure to loud noise, dust, gas or fumes Work in unprotected weather elements Ability to wear hearing and eye protection as required Ability to bend and kneel for prolonged periods of time Ability to walk and stand on concrete and uneven surfaces for at least four hours per day Ability to climb over and into heavy equipment several times per day 	<ol style="list-style-type: none"> Activities require handling and grasping with the hands when performing repairs or maintenance of equipment by utilizing hand tools, power tools, air tools, nuts, bolts, electronic controls and other small parts Occasional use of foot/feet to operate foot pedal on equipment to test operation Frequent lifting up to 25 lbs., occasional lifting up to 50 lbs. and seldom lifting up to 75 lbs. Exposure to loud noise, dust, gas or fumes Work in unprotected weather elements Ability to wear hearing and eye protection as required Ability to bend and kneel for prolonged periods of time Ability to walk and stand on concrete and uneven surfaces for at least four hours per day Ability to climb over and into heavy equipment several times per day
Duties	<ol style="list-style-type: none"> Maintain a clean and safe work area, adhere to all safety procedures Maintain positive customer relations through professional interactions with customers Follow standard operating procedures Clean equipment Attend formal training Load and unload equipment while complying with DOT regulations for height, width and weight Prepare new equipment for rent or sale Assist with deliveries Perform maintenance check on rental equipment before and after use for damage, hours used, tires, mileage, fuel levels, safety decals and safety compliance Perform, in a safe manner, minor repairs of rental equipment and tools, including checking oil, grease, fluids and tagging of equipment for rental-ready status Communicate with lead technician, counter person and/or service manager for equipment maintenance requirements and repair parts Provide assistance to all other levels of technicians as needed in regard to troubleshooting repairs Check out, familiarize and demonstrate equipment for customers Other duties as assigned/required 	<ol style="list-style-type: none"> All duties as stated in Technician I Maintain a clean and safe work area, adhere to all safety procedures Maintain positive customer relations through professional interactions with customers Check out, familiarize and demonstrate a wide array of complex equipment for customers Maintain paperwork documentation of work performed (work orders) in a complete and timely manner on a daily/job basis as well as documentation of labor Perform routine repairs on equipment with some supervision Perform, in a safe manner, maintenance, preventive maintenance and repair of a variety of rental equipment and tools that involve mechanical, hydraulic, diesel and electrical systems Perform major repairs with direct supervision of senior service technician Pickup and delivery of equipment and parts to and from outside vendors and other locations for purchase and/or repair Recognize and communicate the need for shop tools Identify and communicate the need for parts for inventory 	<ol style="list-style-type: none"> All duties as stated in Technician II Maintain a clean and safe work area, adhere to all safety procedures Maintain positive customer relations through professional interactions with customers Using some degree of independent judgment, is responsible for the safe maintenance and repair of a variety of complex rental equipment and tools, which involve mechanical, hydraulic, gas, diesel and electrical systems at branch or customer locations Perform diagnostic procedures across a variety of component systems and equipment Assist in the training of junior technicians Maintain a service vehicle in a clean and professional manner; ensure the vehicle is always properly maintained 	<ol style="list-style-type: none"> All duties as stated in Technician III Maintain a clean and safe work area, adhere to all safety procedures Maintain positive customer relations through professional interactions with customers Using a high degree of independent judgment, is responsible for the safe maintenance and repair of a variety of complex rental equipment, tools and vehicles – which involve mechanical, hydraulic, gas, diesel and electrical systems – to include such times when resources are limited at branch or customer locations Ability to diagnose all equipment in rental fleet without supervision; ability to read, follow, understand, communicate schematics Assist in the training of junior technicians As assigned, supervise, train and organize the work duties of other technicians in the department; maintain a productive workforce When necessary and without supervision, accurately order needed parts using reference material as required, including communication with all necessary vendors and suppliers
Other Skills	<ol style="list-style-type: none"> Basic verbal and written skills Basic knowledge of tools Basic mechanical aptitude Can grasp basic knowledge of rental cycle Teamwork skills Customer service skills 	<ol style="list-style-type: none"> All skills as stated in Technician I Good verbal and written skills Basic knowledge of company computer systems Good working knowledge of tools Good mechanical aptitude Strong knowledge of rental cycle Basic understanding of schematics and diagrams Basic time-management skills Basic knowledge of diagnostic equipment 	<ol style="list-style-type: none"> All skills as stated in Technician II Advanced verbal and written skills Working knowledge of company computer systems Advanced knowledge of tools Advanced mechanical aptitude Advanced knowledge of rental cycle Problem-solving/decision-making skills Negotiation skills Working knowledge of diagnostic equipment and procedures and, where applicable, use of laptop computers Working knowledge of schematics and diagrams Time-management skills 	<ol style="list-style-type: none"> All skills as stated in Technician III Leadership skills preferred Advanced knowledge of diagnostic equipment and procedures and, where applicable, proficient use of laptop computers Advanced knowledge of schematics and diagrams