

Shop Technician
Road/Field Technician
Lead Technician

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Description

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

1. High school diploma or equivalent
2. Related maintenance experience a plus
3. Trade school training preferred
4. Manufacturer-sponsored training preferred
5. Welding certification a plus

Years and Related-type Experience

1. Minimum 18 years old
2. Must own tools applicable to position
3. Active applicable state class driver's license
4. Five or more years of experience repairing/maintaining equipment and tools that require mechanical, hydraulic and pneumatic repairs

Physical Demands/Working Conditions

1. 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
2. Occasional use of foot/feet to operate foot pedal on equipment to test operation
3. Frequent lifting up to 25 lbs., occasional lifting up to 50 lbs. and seldom lifting up to 75 lbs.
4. Exposure to loud noise, dust, gas or fumes
5. Work in unprotected weather elements
6. Ability to wear hearing and eye protection as required

7. Ability to bend and kneel for prolonged periods of time
8. Ability to walk and stand on concrete and uneven surfaces for at least four hours per day
9. Ability to climb over and into heavy equipment several times per day

Duties

1. Maintain a clean and safe work area, adhere to all safety procedures
2. Maintain positive customer relations through professional interactions with customers
3. Follow standard operating procedures
4. Clean equipment
5. Attend formal training
6. Load and unload equipment while complying with DOT regulations for height, width and weight
7. Prepare new equipment for rent or sale
8. Assist with deliveries
9. Communicate with lead technician, counter person and/or service manager for equipment maintenance requirements and repair parts
10. Provide assistance to all other levels of technicians as needed in regard to troubleshooting repairs
11. Check out, familiarize and demonstrate a wide array of complex equipment for customers
12. 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
13. Pickup and delivery of equipment and parts to and from outside vendors and other locations for purchase and/or repair
14. Recognize and communicate the need for shop tools
15. Identify and communicate the need for parts for inventory

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16. Maintain a service vehicle in a clean and professional manner; ensure the vehicle is always properly maintained
17. 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
18. Perform maintenance check on rental equipment before and after use for damage, hours used, tires, mileage, fuel levels, safety decals and safety compliance
19. 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
20. Ability to diagnose all equipment in rental fleet without supervision; ability to read, follow, understand, communicate schematics
21. Assist in the training of junior technicians
22. As assigned, supervise, train and organize the work duties of other technicians in the department; maintain a productive workforce
23. When necessary and without supervision, accurately order needed parts using reference material as required, including communication with all necessary vendors and suppliers
24. Other duties as assigned/required

Other Skills

1. Leadership skills preferred
2. Advanced verbal and written skills
3. Problem-solving/decision-making skills
4. Negotiation skills
5. Time-management skills
6. Teamwork skills
7. Customer service skills
8. Advanced knowledge of diagnostic equipment and, where applicable, proficient use of laptop computers
9. Advanced knowledge of schematics and diagrams
10. Working knowledge of company computer systems
11. Advanced knowledge of tools
12. Advanced knowledge of rental cycle
13. Advanced mechanical aptitude