

Service Technician

Position Details & Responsibilities

AG-Industrial, Inc. is looking for an experienced Full-Time Service Technician for our Dover, DE location. We offer competitive salary and excellent benefits.

To apply please contact:

Don Jackson, Branch Manager

888-289-1779 | djackson@agindustrial.com

Main Tasks/ Responsibilities:

All employees are expected to take responsibility of the quality of their work, conduct themselves in the presence of customers in a manner that promotes a positive image of the company, and work in a timely and safe manner.

Essential Duties:

- Follow all safety rules and regulations in performing work assignment
- Diagnose problems and determine what repairs are needed
- Perform mechanical repairs and service on the full line of products handled by AG-Industrial, Inc.
- Perform all service tasks as assigned by the Service Manager or Service Writer
- Prepare all reports and forms required in conjunction with job assignment
- Service and repair work is performed both in the shop and in the field at the job site
- Thorough knowledge of all equipment systems including hydraulic, air, electrical and lubrication and is proficient at diagnosing and repairing them
- Document unusual or excessive time requirements on a job, and any additional work needed to the Service Manager
- Ability to work with heavy construction equipment: requires climbing and accessing hard to reach areas
- Independently trouble shoot all systems in all product lines accurately and in a timely manner
- Consistently follows through on all job facets including: parts ordering and retrieval, warranty claims, customer follow-up, etc.
- Operate a service truck in a safe and responsible manner
- Maintains a high level of customer satisfaction
- Willingly accept responsibility and is flexible to any assignment
- Willingly work over time when needed to complete an assigned task
- Maintain a clean work area, and maintain care for all shop tools and equipment
- Proactively work with other employees and departments

Qualifications:

- Possesses a valid driver's license and a clean driving record
- Possess a set of tools sufficient to perform the job
- Ability to write legibly, type using a laptop computer to complete daily orders and documents
- Have a proper set of tools for a field technician
- Ability to lift up to 50 pounds
- Ability to work flexible hours in accordance with the needs of our customers

