

Technology Technician Machine Control

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

Responsible for providing customer support through the performance of expert level on-site installations, diagnosis, troubleshooting, service and repair of on-machine control systems such as construction lasers and GPS instruments. Must have knowledge of construction equipment, Case construction equipment knowledge is a plus. an understanding of parts and service department processes and overall customer support. This role provides machine control technology support or GPS for field and shop technicians performing work on heavy equipment. Assists with machine control inventory such as lasers and GPS instruments. **DESIRED SKILLS, EDUCATION, EXPERIENCE:** Excellent interpersonal skills, ability to effectively communicate verbally and in writing. Excellent computer skills with knowledge of various programs is a necessity. Must have an Associates degree or equivalent work experience with five + years of work experience in construction and/or agriculture machinery with GPS and Laser guidance technology.

General Description

Help customers with precision machine control equipment and technology. Work with departments on the problem and support the equipment that is being sold. Help set up displays and maintenance of GPS and laser equipment

Essential Duties

	<u>Duties</u>	<u>Frequency</u>
1	Meet with Torgerson's customers to obtain information regarding the type of equipment owned, update serial numbers and other specifics that would improve parts sales and internal service department controls.	100%
2	Cold call or meet with non-Torgerson's customers in order to create a base for potential service, parts or sales possibilities. Ensure that prospective customers understand the Torgerson's philosophy of customer service and satisfaction, create a line of communication with the individual that will foster a new relationship.	100%

3	Use customer (or future customers) input from equipment profiling as a basis to offer service to customers based on needs. Act as a liaison between customers in the field and store for more efficient turnaround times during busy seasons.	100%
4	Use CRM Software to create customers files with all pertinent information. Attempt to get more personal information (b-days, anniversaries, etc) so as to foster a lasting relationship.	100%
5	Be knowledgeable of parts and/or accessories so as to discuss with the customer what may be available to increase efficiencies.	100%
6	Keep key customers on a regular schedule for calls and/or visitation, especially during the high volume months.	100%
7	Test, calibrate, adjust and troubleshoot machine control equipment	100%
8	Install and update software on products related to machine control technology and GPS instruments	100%
9	Diagnose and repair issues on machine control technology and GPS instruments	100%
10	Diagnose and repair issues related to machine control technology and GPS instruments installed on construction equipment products	100%
11	Effectively manage work orders and repairs to ensure customer satisfaction is achieved profitably	100%
12	Write accurate, professional service reports detailing the work performed	100%
13	Maintain a clean work area, as well as care for all tools, machines and equipment	100%
14	Maintain technical and product knowledge on machine control/GPS equipment and construction machinery sold by the dealership	100%
15	Assist with the management of the dealership's inventory of machine control and GPS equipment assets and repair parts	100%
16	Order service parts and inventory for dealer stock related to machine control technology and GPS	100%
17	Assist with receipt of inventory into the dealership's business system	100%
18	Handle customer orders and paperwork as necessary	100%
19	Complete required training either in-house or from the manufacturer	100%
20	Use thorough listening skills to understand customer concerns and/or complaints. Ask questions to obtain all facts in order to better serve the customer.	100%
21	Assist in community events, trade shows, and other occasions as required.	100%
22	Create a "call schedule" to keep in contact with customers. Assign dates and times to each customer to ensure visitation and calls are performed on a regular basis; something for which the customer can anticipate in the normal course of business.	100%
23	Propose and implement ideas and solutions to foster a lasting relationship between the customer and Torgerson's. In the	100%

	profiling process find out what the customer needs to ensure that the relationship is life-long.	
24	Work with Shop Foreman and Sales to contact customers in regard to campaigns/recalls, explain the issue, offer possible resolutions, and coordinate with the service department any necessary maintenance.	100%
25	Keep the customer base informed of any internal specials, promotion codes, incentives, etc. that may create an avenue for customer purchases.	100%
26	Professional conduct, providing personal service to each customer.	100%
27	Knowledge of heavy equipment, machine components and the construction industry. Gain a thorough understanding of each piece of equipment and any part of accessory that may be purchased for that equipment that is required to ensure customer satisfaction.	100%
28	Ability to develop and maintain good working relationships with co-workers and customers.	100%
29	Communicate professionally and courteously with both internal and external customers.	100%
30	Work with Service Manager and Parts Manager to acquire knowledge on service flyers and publications that will be coming out.	100%
31	Act as liaison between the parts and service departments to create efficiencies on behalf of customers.	100%
32	Effectively participate as part of the team, leading and assisting as appropriate. Perform all necessary functions at trade shows, equipment fairs, etc. such as set-up and tear-down, provide giveaways as directed by management, discuss new equipment, promotions, etc. Consider each person who visits the booth as a future customer.	100%
33	Will complete all projects as assigned or as directed by your supervisor.	100%
34	Be knowledgeable in guidance products.	100%
35	Must have excellent organizational skills with the ability to self manage job responsibilities.	100%
36	Work overtime as necessary	100%
37	Must be knowledgeable in the use of computer software programs, i.e.: Google, Word, Excel and other computer tools.	100%
38	Follow all company standards based on the employee, drug & alcohol and safety handbooks.	100%
39	Maintain a current driver's license with clean driving record, be insurable through Company and report any circumstances where driving record could be affected.	100%
40	Create a safety-minded atmosphere, free of drug and alcohol abuse within the corporate structure.	100%
41	Hand and eye coordination; use of speech and sound; moderate walking, driving, climbing, standing, sitting, bending, kneeling, stooping, reaching; heavy lifting on occasion; working inside and outside in various weather conditions, vehicles and machinery	100%

- with moving parts. Must be able to lift up to 50 pounds.
- 42 Vision abilities require close vision, distance vision, peripheral vision, depth perception, the ability to adjust focus and the ability to distinguish printed color. 100%
- 43 Promote and embrace company Core Values, upholding integrity in business transactions and management of all equipment and hardware. 100%

Minimum Experience And Qualifications

Education: High School Diploma/GED

Experience: 5 year(s) preferred in Construction or Ag equipment GPS and laser guidance.

Physical Demands

Physical activities typically performed while on the job.

Activity	Frequency	Hours
Bending/Stooping	Frequently (55%-79%)	
Climbing—Stairs, Ladders, Slope	Frequently (55%-79%)	
Crawling	Occasionally (10%-29%)	
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	Constantly (80%-100%)	
Standing	Constantly (80%-100%)	
Twisting	Constantly (80%-100%)	
Walking	Constantly (80%-100%)	

Physical Effort

Physical effort typically applied while on the job.

Lift/Carrying	Distance	Activity	Frequency
0 - 1 lb.			Constantly (80%-100%)
1.1 - 10 lbs.			Constantly (80%-100%)
11 - 25 lbs.			Frequently (55%-79%)
26 - 50 lbs.			Periodically (30%-54%)
51 - 75 lbs.			Occasionally (10%-29%)

Pushing/Pulling	Distance	Activity	Frequency
1.1 - 10 lbs.			Periodically (30%-54%)
11 - 25 lbs.			Occasionally (10%-29%)
26 - 50 lbs.			Occasionally (10%-29%)
51 - 75 lbs.			Seldom (1% to 9%)

Mental And/Or Visual Demands

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

Demand	Frequency
Color Vision	Constantly (80%-100%)
Depth Perception	Constantly (80%-100%)
Hand and Eye coordination	Constantly (80%-100%)
Near Visual Acuity	Constantly (80%-100%)
Visual acuity, able to aim, track, and focus	Constantly (80%-100%)
Visual response to external stimuli	Constantly (80%-100%)

Work Conditions

Work Conditions typically encountered on the job.

Condition	Frequency
Dust	Frequently (55%-79%)
Excessive Cold	Periodically (30%-54%)
Excessive Heat	Frequently (55%-79%)
Fumes, Odors	Occasionally (10%-29%)
Noise	Constantly (80%-100%)
Vibration	Periodically (30%-54%)

Job Specific Conditions/Demands

Job Specific Conditions and demands typically encountered on the job.

Condition/Demand	Frequency
Driving–Vehicle/Equipment	Constantly (80%-100%)
Exposure to insects, reptiles, wildlife	Periodically (30%-54%)
Hearing	Constantly (80%-100%)
Indoors	Frequently (55%-79%)

Outdoors
Power Tools/Equipment
Talking

Frequently (55%-79%)
Frequently (55%-79%)
Constantly (80%-100%)

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>