

# ICON Ag & Turf Service Technician



## Position Specifics:

**Department:** Service

**Reports to:** Service Manager

**Supervises:** None

## Purpose:

Performs basic diagnostics, service repairs and maintenance work on customer and/or dealer-owned agricultural and turf equipment. May require some direction or guidance from the Service Manager or senior technicians.

## ICON Values:

- **Integrity** – Mutual honesty, trust, fairness, and respect with all stakeholders including customers, employees, and communities.
- **Financial Success** – Making sound business decisions to ensure long-term profitability for all, including employees, customers, and owners. Financial success is dependent on integrity, excellence, and teamwork.
- **Excellence** – As a John Deere Dealer, we take pride in exceeding expectations by providing value through quality products, services, and support with highly skilled and knowledgeable employees.
- **Teamwork** – Employees, customers, and owners partnering to accomplish more than we could individually. By thinking and working as one organization, beyond individual roles, locations, and departments, we will achieve common goals and exceed customer needs.

## Responsibilities:

- Performs basic diagnostics and repairs on agricultural and turf equipment and established Ag Management Solutions (AMS) products
- Participates in Service EDUCATE Training programs required for the development of skills and knowledge
- Maintains current knowledge of John Deere and competitive products
- Maintains condition of vehicles, inventory, tools and equipment
- Maintains a clean work area and performs work in a neat and orderly fashion
- Follows all safety rules and regulations in performing work assignments
- Completes all reports and forms required in conjunction with work assignments
- Accounts for all time on a time card and for all material used in performing assigned duties

## Experience, Education, Skills and Knowledge:

- 1+ years of experience performing service repairs
- Ability to perform basic repairs and required maintenance using special tools and equipment following Technical Manual procedures
- Proficient knowledge of mechanical, electrical and hydraulic systems used in the repair of agricultural and turf equipment
- Ability to use Service Advisor and basic computer functions
- Ability to operate vehicles and equipment used for diagnostic purposes
- Proficient oral and written communication skills
- Ability to lift at least 75 lbs. repeatedly
- Basic Service Technician certification preferred
- High School Diploma or equivalent experience required; Associates degree preferred
- Valid drivers license is required
- Fork lift license preferred