

Technician

The Technician is responsible for performing inspections, diagnostics, repairs, maintenance, rigging and installations as efficiently as possible while ensuring quality work.

The job may include:

- Providing clear documentation of service in the form of the 3 C's (concern, cause, and correction) and time tracking.
- Keeping work area, tools and units clean and organized.
- Performing proper diagnostic procedures.
- Utilize vendor support, tech manuals, service bulletins, and training materials.
- Following proper shop processes and procedures.
- Staying within approved time-frame and communicating any delays with the advisor.
- Proactively looking for value-added service that can increase the hours per repair order and keep the unit in top condition.
- Documenting and communicating any additional work needed.
- Ensuring work is approved prior to beginning.
- Returning warranty parts properly and promptly.
- Submitting a complete parts request to the parts department with all unit information.
- Performing proper repair procedures.
- Quality checking each repair.
- Removing all tools, rags, etc.
- Cleaning as you work and alert detail to any issues they need to address.
- Being aware of time approved on the job.
- Assisting the Service Advisor in explaining work to customers or getting an explanation of customer's concern when communication is challenged.
- Returning all paperwork, keys, and unit to the proper place when finished.
- Informing management of any broken, damaged, worn or dangerous conditions, parts, or equipment.
- Striving for 100% customer satisfaction through fixing things right the first time.