



Repairs & Services

Job Title: Technician – Level II

Department: Operations – Service Division

Reports To: Shop Foreman

Job Overview:

The Technician – Level II performs diagnostics, maintenance, and repairs on heavy-duty equipment, ensuring high-quality workmanship and adherence to service protocols. This role involves maintaining accurate records, adhering to safety regulations, and communicating effectively with other Technicians and the Foreman.

Key TRAITS for Optimal Performance:

- **Decision Making & Risk Orientation:** The ability to make some decisions with some unknowns - and occasional risk, or to exercise independent judgment (within accepted guidelines) and the ability to be personally accountable for achieving important goals and objectives. An ability to initiate decisions which may impact the work, priorities, and activity of others. An ability to manage the risk of outcomes which regularly impact your personal results or organizational results.
- **Relationships & Communication:** An ability to regularly concentrate on analytical activities and occasionally interact with others to accomplish tasks. An ability to communicate specialized facts and information, in a straightforward manner and an almost equal combination of ability to provide analytical and technical information and to demonstrate some persuasiveness to influence others.
- **Proactiveness:** The ability to work with familiar people and perform expected, known activities while also dealing with distractions and unexpected situations. The need to carry out work activities that require both some degree of steadiness and consistency, as well as being responsive to deadlines and target dates.



Repairs & Services

- **Structure:** The need to adopt a hands-on approach to most assignments with the occasional requirement to delegate some tasks to others. The ability to follow necessary guidelines while also being able to handle some situations where they do not apply.
- **Versatility:** For the most part, working with familiar people and tasks; with few unusual circumstances, there is less requirement to handle stressful situations or to make considerable behavioral changes for sustained periods.
- **Emotive-Logical Orientation:** A more objective and logical thinking approach in dealing with others and issues and the ability to manage one's emotions in interactions.
- **Innovativeness:** Some practical, common-sense departures from established approaches but usually within the parameters of the outcomes of the job requirements.

Key Responsibilities:

- **Vehicle Diagnostics:** Perform root cause analysis when diagnosing customer complaints.
- **Repairs:** Complete repairs on all vehicle systems.
- **Performance Testing:** Test drive repaired vehicles to gauge their performance.
- **Record Keeping:** Maintain records of parts usage and service descriptions.

Preferred Qualifications:

- **Education:** High school diploma or equivalent.
- **Experience:** All relevant experience will be considered. Experience as a heavy-duty vehicle technician, with a proven track record of performing repairs and maintenance on commercial equipment preferred.
- **Certifications:** Relevant certifications such as ASE (Automotive Service Excellence) in heavy-duty truck repair are highly desirable.



Repairs & Services

- **Technical Skills:** Proficient in using diagnostic tools and equipment, with strong problem-solving abilities and a deep understanding of heavy-duty vehicle systems.
- **Licenses and Compliance:** Valid driver's license; CDL preferred, ability to pass pre-employment and random drug testing, and a pre-employment background check.