



<https://armyengineer.com/job/heavy-equipment-technical-support-specialist/>

Heavy Equipment Technical Support Specialist

Description

The successful candidate will be part of a dynamic team trouble- shooting technical concerns. They will have the ability to work from their own initiative and should have strong communication skills that will enable them to communicate successfully at all levels both within and outside the organization. This position is based in Savannah.

Responsibilities

Major Tasks, Responsibilities & Key Accountabilities

- Identify, quantify and prioritize technical concerns by use of technical reports as they relate to our dealership network.
- Provide resolutions to potentially complex technical issues, with specific focus towards establishing the root cause.
- Prioritize service concerns and work directly with the Business Unit and suppliers to resolve these.
- Compile technical information bulletins and documents; ensuring all technical resolutions are communicated to JCB dealers.
- Preparation, analysis and reporting of failure and warranty information.
- Working closely with the Business Unit to ensure new products are introduced to the markets to the required customer service and quality standards using the JCB New Product Introduction Process.
- Participate in customer visits to understand and resolve product concerns and keep Business Unit personnel as close to the customer as possible.
- Planning, writing & presenting technical product updates to JCB and dealer staff

Qualifications

- **Preferred Qualifications**
- Technical Institute graduate in related field
- Five years of technical service or training experience within a related industry
- Must pass any drug screens, background checks and pre-employment tests as applicable.
- Ability to read hydraulic and electrical schematics
- Previous employment as a technician on AG equipment
- Proficiency with Microsoft Word, Excel, Access and PowerPoint
- Ability to take direction well, either written or verbal
- Effective presentation and written communication skills
- Excellent customer service, problem solving and organizational skills
- Ability to be detail oriented and multi-task while maintaining a sense of urgency
- Willingness to travel as required

Contacts

Hiring organization

Army Engineer

Job Location

Savannah

Date posted

August 3, 2020

Valid through

04.09.2020

APPLY NOW