



# WAGNER EQUIPMENT CO.

## Job Description

**JOB TITLE:** Journey Technician

**DEPARTMENT:** Service

**REPORTS TO:** Shop Manager

**Job Code:** 145

Full Time	<input checked="" type="checkbox"/>	Supervisory	<input type="checkbox"/>	Exempt	<input type="checkbox"/>
Part Time	<input type="checkbox"/>	Non-Supervisory	<input checked="" type="checkbox"/>	Non-exempt	<input checked="" type="checkbox"/>

### POSITION SUMMARY

Under minimal supervision, the Journey Technician is responsible for the diagnosis, repair, reconditioning, overhaul and maintenance of customer and company heavy equipment and components. Depending on location and assignment, will be responsible for some or all of the functions and duties listed below. The Journey Technician will perform at 100% of time allotted.

**Direct Reports:** None

### ESSENTIAL FUNCTIONS AND BASIC DUTIES

#### Administrative:

- Prepares accurate and complete service reports and turns them in on time
- Prepares inspection and appraisal reports
- Correctly charges work to appropriate work order segments

**Organizational:** NA

#### Interpersonal:

- Communicates effectively with Service Writer, Shop Coordinators and Shop Managers to ensure problems, nature of repair, and status of repairs are understood and followed up on

**Sales:** NA

#### Technical:

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- Diagnoses and troubleshoots machine and engine malfunctions and failures.
- Analyzes customer repair and maintenance requirements.
- Keeps up to date with developments in tooling, technologies and systems.
- Uses safe working practices and follow all company safety requirements.
- Maintains a clean and organized work area.
- Performs maintenance activities on new, and rebuilt/repared equipment.
- Makes recommendations as to repairs meeting warranty criteria
- Makes parts replacement decisions assuring optimum economic reusability.

#### Supervisory:

- Provides direction, training, mentoring and guidance to assigned service technicians.

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## **ESSENTIAL JOB REQUIREMENTS**

**Minimum Education Required:** High School Diploma or GED with graduation from an accredited technical school in diesel engine or earthmoving repair preferred

**Minimum Experience Required:** Five years in heavy equipment, engine or electric power generation system repair.

**Experience Defined:** Basic (1-3 yrs)      Intermediate (3 – 5 yrs)      Advanced (5+ yrs)

Administrative / Clerical Experience - Basic  
Customer Service Experience - Intermediate  
Technical or Mechanical - Advanced  
(Machine Service/Maint)

**Certificates, Licenses and Registrations Required:** None

### **Required Skills and Competencies**

Organizational Skills  
Safety Knowledge  
Reading / Writing Skills  
Reasoning Skills

Communication Skills  
Math Skills  
Product Knowledge

### **Computer Skills**

Basic ability to search for and enter data into a computer. Ability to type service reports.

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## **ADDITIONAL INFORMATION**

### **Working Conditions**

Noise Environment      Quiet  Indoors       Moderate  Outdoors       Loud  Both

### **Physical Requirements** (Checked requirements indicate **more than 1/3 of the time spent on the job**)

Standing       Sitting   
Walking       Use of Hands   
Talking       Hearing   
Weight / Lifting      None       1-25 lbs       26-50 lbs       More than 50 lbs

### **Travel Requirements:**

None       1-25%       25-50%       50-75%       75-100%

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**Other relevant information you want included in this job description:**

- May work in field conditions, out of a service truck, without the normal support functions of a service shop.

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**Limitations and Disclaimer**

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.