



WAGNER EQUIPMENT CO. Job Description

JOB TITLE: Technical Communicator
DEPARTMENT: Operations and Administration - Technical Services
REPORTS TO: Technical Services Manager

Job Code: 287

Full Time **Supervisory** **Exempt**
Part Time **Non-Supervisory** **Non-exempt**

POSITION SUMMARY

The Technical Communicator position supports the operation departments and external customers by serving as the technical expert on an assigned type of machinery/equipment. This position is a liaison between the dealership and Caterpillar and manufactures' engineering for product problems and technical information, and solves critical product problems through diagnosis/repair, personal knowledge and experience, and engineering data. The Technical Communicator will be expected to apply his/her expertise in one of the following areas: agriculture, earthmoving, mining, power systems, compact construction equipment and over the road engines.

Direct Reports: None

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative:

- Provides failure analysis reports to dealership, Caterpillar and customers
- Creates and distributes technical service related memos
- Tracks and reports problems to Service, Sales and manufacturers
- Utilizes Dealer Solution Network (DSN) for reporting Caterpillar product issues

Organizational:

- Serves as a liaison between Caterpillar engineering and Wagner Equipment Company
- Assists Service Managers in making customer, dealer and manufacturer warranty policy settlement decisions
- Investigates, collects data and communicates with business unit engineers and district representatives using established processes

Interpersonal:

- Communicates effectively with internal and external customers, and manufacturers and engineers

Sales: NA

Technical:

- Provides primary technical support to internal customers (40% walk-in / 60% phone)
- Provides primary or secondary support to external customers (20%walk-in / 80% phone)
- Directs, coordinates, performs and reports on test iron and field follow projects, failure and reusability analysis reporting, parts salvage recommendations, and participation in Partners in Quality programs
- Investigates and reports on all accidents to the company and manufacturer
- Creates on-machine solutions through testing and research
- Attends and participates in product improvement and technical conferences

Supervisory: NA

ESSENTIAL JOB REQUIREMENTS

Minimum Education Required: High School Diploma or GED

Minimum Experience Required: Five years as a dealer technician with demonstrated expertise in designated area

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

Customer Service Experience - Advanced
Technical or Mechanical - Advanced
(Machine Service/Maint)

Certificates, Licenses and Registrations Required: None

Required Skills and Competencies

Organizational Skills	Telephone Skills
Communication Skills	Safety Knowledge
Math Skills	Reading / Writing Skills
Product Knowledge	Reasoning Skills

Other

Knowledge of Caterpillar and Dealership warranty
Basic knowledge of SOS reports
Proficient in reading schematics
Proficient in ISO symbols
Basic understanding of blueprints

Computer Skills

Microsoft Word - Intermediate
Microsoft Excel - Basic
Microsoft PowerPoint - Basic
DBS - Basic
ET /SIS Web / VIMS- Advanced

ADDITIONAL INFORMATION

Working Conditions

Noise	Quiet <input checked="" type="checkbox"/>	Moderate <input type="checkbox"/>	Loud <input type="checkbox"/>
Environment	Indoors <input checked="" type="checkbox"/>	Outdoors <input type="checkbox"/>	Both <input type="checkbox"/>

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

Standing	<input type="checkbox"/>	Sitting	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	Use of Hands	<input checked="" type="checkbox"/>
Talking	<input checked="" type="checkbox"/>	Hearing	<input checked="" type="checkbox"/>

Weight / Lifting	None <input checked="" type="checkbox"/>	1–25 lbs <input type="checkbox"/>	26–50 lbs <input type="checkbox"/>	More than 50 lbs <input checked="" type="checkbox"/>
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Travel Requirements:

Revision Date: 8/1/07

None

1-25%

25-50%

50-75%

75-100%

Other relevant information you want included in this job description:

Must be willing to work occasionally in a field environment
Some evenings and weekends may be required

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.