



Position Description

Title:	Field Service Technician	Cost Centre:	130 - Auckland
Location:	Auckland Branch	Last Updated:	October 2024
Reports to:	Field Service Manager - MH	Direct Reports:	Nil

Primary Purpose

To carry out planned and unplanned maintenance, major overhaul and refurbishment work, prepare new and used equipment, and warranty repairs to deliver high standards of workmanship and customer service in an efficient and safe manner.

Indicative Scope

Facilities Service workshop and offsite

Headcount Works within a Service Team of approx. 21 members

Key Result Areas

- Mechanical work completed in tradesman-like manner
- Complete, accurate and timely paperwork
- Productivity – 90% of hours worked should be chargeable time
- Safe work practices

Key Relationships

Internal	External
<ul style="list-style-type: none"> ▪ Branch Service Manager or Supervisor ▪ Branch Service Administrator ▪ Branch Parts team 	<ul style="list-style-type: none"> ▪ Customers ▪ Suppliers



GREAT PEOPLE
EMPLOY
GROW
RETAIN
THE BEST

WORKMATES
FAMILIES

SAFETY
CULTURE
HONESTY
LOOKING AFTER
THE TEAM

THE BEST
WORKSHOPS
THIS IS OUR PASSION
&THE HEART
OF OUR COMPANY

CUSTOMERS
THEIR SUCCESS
THE REASON WE
COME TO WORK

PRIDE &
PASSION
DELIVERING
WORLD CLASS
PRODUCTS
& SERVICES



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Responsibilities and Duties

Responsibility	Duties
Planned maintenance	<ul style="list-style-type: none"> Carry out planned maintenance programmes both in our workshop and offsite as required in accordance with Planned Maintenance program / check sheet Identify and record additional work, leads, and customer damage on rentals on check sheet for follow-up
Unplanned maintenance	<ul style="list-style-type: none"> Respond to emergency breakdowns as directed Carry out repairs both in our workshop and offsite as required in a tradesman-like manner
Major overhauls and refurbishments	<ul style="list-style-type: none"> Carry out overhauls and refurbishments on machines, components or parts both in our workshop and offsite as required in a tradesman-like manner
Preparation of new and used equipment	<ul style="list-style-type: none"> Carry out preparation for new units in accordance with the Pre-delivery Check Sheet and any other written instructions and ensuring unit is presented to a high standard upon delivery Preparation of used units for resale in accordance with written instructions and cost-effectively
Warranty repairs	<ul style="list-style-type: none"> Where a warranty failure is suspected gather all relevant data including details of primary failed part to allow a warranty claim to be completed in full Do not commit AB Equipment to a warranty repair Carry out warranty repairs as directed by Supervisor
Workplace health and safety	<ul style="list-style-type: none"> Meet health and safety requirements in the workshop and offsite including training; safe work methods; proper use of equipment; clean and tidy work environment; emergency and security procedures; hazard reporting; incident and near miss reporting
Align operations for success	<ul style="list-style-type: none"> Work productively – 90% of hours worked should be chargeable time Work to a high standard at all times with the aim of limiting re-work and credits to a maximum 0.5% of service sales over any 6 month period Be courteous, minimise disruption to customer, follow customers' instructions, leave work area clean and tidy
Administration	<ul style="list-style-type: none"> Complete timesheets and forward by 10am the following working day Ensure job cards are reviewed, finalised and forwarded within 1 working day of job completion Complete all paperwork fully, accurately, legibly and in a timely manner
Other	<ul style="list-style-type: none"> Carry out all other tasks as reasonably required by Service Management or Branch Management

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Competencies and Behaviours

Competency	Behaviours
Customer Focus	Shows genuine interest in customers and their business, is approachable, friendly and helpful; works to clearly understand customer requirements; goes the extra mile to deliver on customer expectations
Professionalism	Does what it takes to get the job done; takes ownership for results; achievement oriented; plans; takes timely action; a reputation as someone who gets things done well and on time; looks for better and more efficient ways of doing things where possible
Sound Judgement	Considers risks and consequences for actions; looks for solutions; consults experts where applicable
Communication	Keeps customers and manager informed of progress & issues: no surprises; shares information with people who may find it useful; explains things to others in an easy to understand way; keeps an open mind to new ideas; thinking about how written job communication may be received or interpreted and making sure they are clear, specific, and is not going to cause confusion
Performance Delivery	Accountable; productive; achievement oriented

Experience

- Proven mechanical experience in some of the following areas:
- construction / materials handling / transport / heavy machinery / automotive

Qualifications

- Qualified heavy diesel mechanic (preferably) or petrol mechanic or,
- Qualified on other engineering approved apprenticeship scheme
- Driver's licence class 1 (class 2 and 3 preferably)
- Endorsement for forklifts, wheels, tracks, and rollers (preferably)

Technical Skills

- Literacy and numeracy (intermediate)
- Fluent English
- Diagnostic software
- Computer literacy

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Personal Qualities

- Team-player
- Adaptable
- Demonstrates attention-to-detail
- Fit and flexible
- Demonstrates appropriate initiative
- Problem-solver
- Helpful

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