EXAMPLE JOB DESCRIPTION

Job title: **Diagnostic Technician**
Reports to: **Service Manager/Workshop Controller**

Main Purpose of Job

- To help operate the Workshop successfully to deliver a high level of Workshop performance and optimise the level of efficiency
- To ensure that your skills, technical information and knowledge are kept up-to-date
- In the absence of the Workshop Controller, provide the Service Advisors with specialist diagnostic technical support where necessary, in order to achieve high levels of customer satisfaction and maximise the profitability of the department
- To have sufficient and current product knowledge to enable accurate information to be given to the customer
- To produce productive hours as described in company policy and ensure that available hours are sold for each day.
- To ensure all customers are handled with "Family-like Care"
- To ensure the safe working environment for employees by complying with statutory legislation and the Government's Health and Safety policy. To report immediately any non-conformance to the appropriate Senior Manager
- To ensure effective job card completion including comprehensive write-ups of 'Fault', 'Diagnosis' and 'Repair' findings. This should include accurate 'on' and 'off' clockings for all job card types
- Completion of VHC where required

Detailed Key Tasks

- To ensure the team, as a whole, maximise productivity by following the correct repair operation and processes
- To help the Service Advisor to identify accurately the needs of the customer by providing technical support, diagnosis and advice when requested
- To improve and keep up-to-date your technical expertise, including technical changes and developments and passing this information on through training and coaching
- To ensure technical information within the department is kept up-to-date and to highlight tools/equipment that needs repairing to the Workshop Controller
- To help improve the effectiveness and quality of work performed by the department, by carrying out fault diagnosis and by checking completed work as requested

To help improve the productivity and profitability of the department by providing direct assistance and undertaking repair and maintenance tasks on jobs, by understanding both the theoretical and practical aspects of the following:

- Diagnosis and rectification of engine and component faults
- Diagnosis of chassis system faults
- Diagnosis and rectification of vehicle transmission and driveline system faults
- Inspecting vehicles
- Use of correct tools for all jobs, including Special Service Tools (SST)
- Overhauling mechanical units
- Diagnosis and rectification of engine, transmission and chassis electrical faults
- Routine vehicle maintenance
- Removing and replacing engine units and components
- Inspect, diagnose and repair electrical auxiliary units and components
- Enhancing vehicle electrical system features
- Replacing chassis units and components
- Basic testing of vehicle charging systems
- Basic removal and replacement of clutches, exhaust systems, batteries, suspension dampers and braking system components
- To ensure technical activities comply with manufacturer recommendations
- Reporting to the Workshop Controller, liaising on a daily basis with the Service Advisors, Technicians and Parts personnel

Detailed Key Responsibilities

To help improve the productivity and profitability of the department by understanding the following areas:

- Identifying and agreeing customer and vehicle needs
- Conducting pre and post-work vehicle inspections
- To manage the correct implementation of company procedures regarding service and repair work quality
- To be responsible for the administration and maintenance of the technical information and computer systems relevant to the Workshop, providing reports for the Workshop Controller or Service Manager, when requested
- To support the Workshop Controller, Service Manager in the control of manufacturer warranty procedures, ensuring the accurate, accountable and auditable process is maintained