

# Kubota Engine America

**JOB TITLE:** Service Technician  
**DEPARTMENT:** Service Engineering  
**REPORTS TO:** Director Service Engineering  
**FLSA STATUS:** Non-Exempt

## Job Description Summary

The Service Technicians is responsible for supporting any engine rework projects in house or at customer location. This role also assists the Service Engineering group regarding warranty, diagnosis and failure analysis, repair and rework. All work follows generally prescribed routines, with supervision being readily available.

## Duties and Responsibilities

- Support any engine rework projects in house or at customer location
- Test and diagnose mechanical, electrical, plumbing or electronic problems with engines and engine components; recommend and develop resolutions
- Process and rework DPF components submitted for reconditioning
- Fabricate and/or create test equipment necessary to test return parts and or engines that would include welding, cutting and/or grinding of metal
- Provide technical assistance for the diagnosis of engines and generators
- Provide review of components recalled by Warranty Administrator for Warranty Judgement and report on those findings.
- Prepare quality reports, track, and maintain answers for reports
- Ship parts requested to Japan by KBT for inspection
- Strive to discover innovative ideas that will result in incremental or dramatic improvement, commitment to continual improvement
- Drive forklift in a safe manner, ensuring loads are stable and secure
- Support Service Engineering and Dyne Group as directed/assigned by Service Engineering Manager
- Disassembly and measurement of engines tested from the dyne lab, providing the documented results to Application Engineering for reporting purposes
- Responsible for safety, tool inventory and cleanliness and of shop area
- General housekeeping and organization of warehouse area assigned to Service Engineering
- Maintain an organized and secure work environment
- Support co-workers in other departments as needed
- Inform Manager of all noteworthy activities
- Follow safety guidelines and department and corporate policies and procedures

## Authority

N/A

## Job Knowledge, Skills and Abilities

- Thorough knowledge of engineering and mechanics involved in the installation and operation of diesel and gasoline engines
- Experience in electronics
- Able to use a variety of tools and test equipment both electrical and mechanical including electronic diagnosis tools
- Ability to multi-task, establish priorities and meet deadlines, maintain a flexible attitude and approach towards assignments, and maintain level of organization in a changing and fast paced environment
- Strong problem solving and discernment skills for various decisions. Excellent analytical skills
- Working knowledge of word processing and spreadsheet applications
- Knowledge OSHA regulations and EPA requirements
- Strong command of the English language, both written and verbal and be able to comprehend a variety of instructions, both oral and written
- Ability to communicate in a professional manner

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- Ability to be tactful and diplomatic in challenging situations
- Ability to maintain a high level of confidentiality
- Ability to operate forklift trucks
- Ability to travel, possibility overnight, often with last minute notice; travel internationally

## Education and Training

- High school Degree with field experience and or vocational training
- 3 – 5 years' experience in gasoline and/or diesel engine diagnostics and repair

## Physical Demands

- Standing, walking, sitting, stooping, bending, and reaching for extended periods of time
- Frequent pushing and pulling of objects
- Dexterity to make fast, simple, repeated movements of the fingers, hands, and wrists
- Movement by holding, turning, and grasping objects
- Reaching by extending hands in any direction
- Feeling temperature, shape or texture by means of senses in skin
- Ability to drive a car and travel by air
- Frequent lifting and/or moving up to 50 pounds
- Ability to see more than 20 feet
- Ability to hear normal conversations on phone or in person
- Ability to see color and see/read computer screen

## Work Environment

- Work is performed in a warehouse and engine testing environment. Conditions can be unpleasant or disagreeable such as high noise levels, exposure to heat or cold
- Exposure to temperature variations when shipping doors are open
- Regular exposure to vibration, fumes, gases, and proximity to moving mechanical parts
- Handling of potentially dangerous chemicals or other substances, dangerous equipment, and tools
- Work produced is subject to precise measures of quality and quantity
- While traveling, will experience noise and comfort levels common to automobiles and airplanes

## Tools, Equipment & Safety

- Computer and other general office equipment
- Crane, forklift, pallet jacks, pulleys, test equipment for engines, tools for mechanical adjustments
- Eye and ear protection required while working on engines
- Steel-toed shoes are required at all times

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Qualified and  
Authorized By: \_\_\_\_\_  
Department Manager

Date: \_\_\_\_\_