

Gordon Hegarty and Sons Ltd is a long-established company located in Carlow, Kilkenny and Kildare dealing in both New and Used Agricultural Machinery and are offering an exciting opportunity to join a hard-working team.

*We currently have the following position available at our **Kilkenny Branch***

Job Title: Service Technician

Role: We are seeking a skilled and experienced individual to join our team as a Service Technician. This role is based in our busy service department and involves the service and repair of tractors and farm machinery. The Service Technician will be responsible for performing complex diagnostics and repairs, both in the workshop and in the field. The successful candidate must have a strong knowledge of agricultural machinery, excellent IT skills, and previous experience working in a fast-paced workshop environment.

Responsibilities

- Conduct comprehensive diagnostics and troubleshooting of tractors and farm machinery to identify issues and determine appropriate repair solutions.
- Perform repairs and maintenance tasks on agricultural machinery, including engines, hydraulic systems, electrical systems, and other components, ensuring work is completed accurately and efficiently.
- Collaborate with customers and service advisors to understand equipment issues and provide clear explanations of required repairs and associated costs.
- Utilise computerised systems and software to access technical information, update service records, and complete necessary paperwork related to repairs, parts usage, and time spent on each job.
- Perform field service work as required, traveling to customer locations to diagnose and repair machinery on-site.
- Conduct regular maintenance and service checks to prevent breakdowns and ensure equipment is operating at peak performance.
- Utilise specialised diagnostic tools and equipment to aid in the identification of faults and to assist in the repair process.
- Keep abreast of industry trends, technological advancements, and manufacturer updates to stay current with best practices and enhance technical skills.
- Adhere to safety protocols and promote a safe working environment, including the proper use of personal protective equipment and the correct handling of hazardous materials.
- Maintain a clean and organised work area, ensuring tools, equipment, and parts are stored properly and workspaces are kept tidy.

- Assist and collaborate with other technicians and team members as needed, providing support and sharing knowledge to optimise productivity and customer satisfaction.

Qualifications:

- Previous experience as a Service Technician in a busy workshop environment, preferably with a focus on agricultural machinery.
- Strong knowledge of tractors and farm machinery, including various models, systems, and components.
- Excellent diagnostic and troubleshooting skills, with the ability to identify and resolve complex mechanical, electrical, and hydraulic issues.
- Proficiency in using computerised systems and software for service records, parts ordering, and diagnostic purposes.
- Good IT skills, including the ability to navigate online resources, use diagnostic software, and communicate electronically.
- Strong problem-solving abilities, with a methodical approach to repairs and a commitment to finding effective solutions.
- Good communication skills, both verbal and written, with the ability to explain technical concepts to customers and colleagues.
- Ability to work efficiently in a fast-paced environment, managing multiple tasks and priorities effectively.
- Strong attention to detail and a commitment to delivering high-quality workmanship.
- Flexibility to work in the field as required and adapt to changing priorities and customer demands.
- Valid driver's license and a clean driving record.

If you meet the above qualifications and are passionate about providing exceptional service and repair solutions for tractors and farm machinery, we encourage you to submit your application. Please include your CV, detailing your relevant experience and certifications to jason@gordonhegartyandsons.ie