



Job Title: Technical Support Consultant
Department: In-House Service
Supervisor: In-House Service and Warranty Manager
Location: Battleboro Facility

Pay Type: Salaried Position
Hiring Range: 60,000 – 65,000 DOQ
8- Hour Shift, Monday – Friday

Position Summary

This position is responsible for assisting dealers and customer support with technical product questions on LS Tractor products and improving product resolution cycle times for LS Technicians. This includes improved communication and sharing of best practices among LS Dealers. Works with LS Service Managers to help solve technical service-related problems. Helps to improve LS Technician's diagnostic and repair abilities resulting in less downtime and reduced costs for our customers. Conducts preliminary investigations into LS Tractor product issues. Is a member of our In-house Service Team and supports all products functions allowing LS Dealers to serve customers more efficiently. This position provides in-depth troubleshooting support on diesel engines, hydraulics, transmissions, air conditioning, electrical, etc. Individuals in the TSS position must have the ability and skill sets to clearly troubleshoot these systems over the phone, through email, remote access, and other means. Additionally, this position will support the publication of Technical Information Bulletins. Effective communication of verbal and written technical information is essential. Individuals must display sound judgment and proper assessment of all factors when dealing with difficult situations and customers. Typing and computer skills are required for administrative duties.

Position Duties and Responsibilities

- Be a resource for LS Technicians, Service Managers/Advisors/Shop Foreman, and Parts Managers to help resolve critical product problems by assisting in diagnosis, repair and sharing of best practices.
- Ensures all necessary information is documented and communicated clearly and concisely.
- Coordinates cases between LS Dealers and LS Quality Assurance Team as needed.
- Works with LS Quality Assurance and Warranty as a partner in quality to help identify emerging product quality concerns and support problem resolution.
- Assist in the creation of Technical Information Bulletins.
- Reviews and shares weekly case solution report with the proper team.
- Communicates and executes effective processes to ensure internal and external customer satisfaction.
- Maintains up to date technical knowledge of engine, hydraulics, and electrical systems and repair manual schematics.
- May provide technical support to customers for LS Tractor equipment as needed.



- Utilize LS Diagnostic Tool, Dealer Portal, Warranty System, Parts System, remote access, and other LS Tractor resources to proactively diagnose equipment issues.
 - Determine whether dealer/customer issues can be resolved over the phone or coordinate with responsible LS Service Manager to create and set up service visits as needed.
 - Assists in helping to identify training needs or gaps by communicating with location Service Managers/Advisors/Shop Foreman.
 - Identifies and drives continuous service and process improvements.
 - Prepares and analyzes Service Department reports; uses data to help drive improvements for growth.
 - Proactively sees and participates in available company-sponsored training, to develop and advance knowledge base and skill set to include Start Blue and Stay Blue Training programs required for the development of skills and knowledge.
 - Maintains a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
 - Support management in the pursuit of policies, plans, goals, and long-term objectives.
 - Ensures our reputation and image in the community is consistent with company values.
 - Responsible for delivering high level customer experience.
 - Maintains a clean work area and performs work in an organized fashion.
 - Perform all other duties as assigned.
 - Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in the company handbooks.
 - May work as a service trainer in our Training Department or assist our service trainers.
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- **Teamwork and Collaboration.** Actively engages in production and team meetings and provides timely feedback to team regarding work topics. Understands organizational mesh points and potential synergies. Integrates team efforts across work team. Understands available resources and utilizes those resources when appropriate.
 - **Leadership.** Acts with integrity. Treats others with dignity and respect. Models behavior that is consistent with Red monkey Foods' Values. Delivers on commitments and deadlines.
 - **Communication.** Effectively communicates with team members. Demonstrates sound oral and written communication skills. Communicates effectively and professionally to both internal and external parties. Executes effective customer communication and relationship building techniques.

Minimum Requirements:

Education and Experience Required

- 5+ years diesel technical experience as a Diesel Technician with mechanical, electrical, and hydraulic systems; preferably LS Tractor.
- Experience with basic computer functions; Experience using LS Diagnostic Tool (EVCI) or other computer based diagnostic repair tools.



- Advanced level experience communicating effectively verbally and in writing for case documentation and communicating to all necessary parties.
- Demonstrated experience solving problems effectively with best possible outcome for all involved.
- Demonstrated experience working with customers and customer service experience verbally over the phone, and in writing.
- Experience using financial principles to improve Service processes and performance.
- Experience analyzing and interpreting data and reports.
- Basic computer skills and the ability to use Microsoft Office software.

Skills, Knowledge and Abilities Required

- Self-starter.
- Enjoy building deep, long lasting relationships with customers and employees.
- Ability to operate with a solutions approach and identify existing/emerging customer needs.
- Works well in a demanding environment with flexible/non-standard work hours based on the seasonal demand of Agriculture.
- Works well independently & with a team and is resourceful in finding solutions.

- Willingness and desire to learn about our products and customers continuously.
- Willingness to travel to LS conferences and dealer locations as needed for occasional internal training events, etc.
- Basic computer skills and the ability to use Microsoft Office software.
- Excellent communication skills.

LS Tractor offers a competitive compensation package that includes:

- Competitive Base Pay and Bonus Pay
- Health Insurance – coverage starts on day one, employee coverage paid 100% by LS Tractor, dependent coverage premium 50% paid by LS Tractor

- After 90-days – Company paid
 - Short-term Disability
 - Long Term Disability
 - Basic Life Insurance

- After 90-days Optional Coverage
 - Dental
 - Vision
 - Accident Insurance
 - Optional Life Insurance
 - Cancer Insurance



- Paid Vacation and Personal Days
- 9 Paid Holidays
- 401k with Company match after 1 year