



Job Title:	Technical Information Specialist- On Engine Support	Exemption Status:	Non-Exempt/Hourly
Department:	Technical Support	Position Level:	Staff
Reports To:	Technical Information Manager	Travel Required:	Minimal - Up to 20%
Position Status:	Full-Time	Location of Job:	Agawam, MA

Company Overview

Diesel Forward, Inc. specializes in Service, Remanufacturing, and Distribution of parts and components for diesel-powered vehicles and equipment. Our goals are to provide first-class customer service, grow profits, invest for the future of the business, proactively manage all relationships, and provide an excellent work environment for our employees.

Job Summary

Assist Diesel Service Dealers and internal departments in maximizing their profitability by providing technical and sales support for company product lines.

Key Departmental Responsibilities

- Provide technical information to Diesel Service Dealer and Diesel Service Center customers.
- Develop and deliver technical training on various diesel engine/vehicle applications to Fleet Customers, Diesel Service Dealers, and Internal Sales Staff.
- Recognize the need for DIS Distribution Service Parts Memos or Alliant Power Technical Bulletins; draft and distribute such documents. Evaluate manufacturers' technical bulletins to determine the need to add new products or to add cross-references to existing products. Work with purchasing and customer service to coordinate set up and starting stock of new products as required. Disseminate information about new products to staff and the SD network as required.
- Assist in the development and delivery of product support/promotional presentations.
- Assist in writing technical bulletins.
- Maintain and increase technical expertise by attending factory schools as deemed necessary.
- Assist Diesel Forward Sales and Marketing departments with promotional materials.
- Assist in the implementation and administration of required FIE manufacturer programs.
- Complete required administrative duties.
- Some travel required.
- Some evenings and weekends required.
- Ensure conformance with the requirements of the Diesel Forward quality management system.
- Assist other employees both in and out of the department.
- Perform other related duties and assignments as required.
- Provide feedback on system needs/changes.

Performance Factors

All Diesel Forward employees shall exhibit the following:

1. **Attendance and dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.

2. **Communication/listening:** The employee communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Listens to others and allows them to make their point.
3. **Relationships with others:** The employee works effectively and relates well with others including superiors, coworkers, and individuals inside and outside the company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.
4. **Safety and security:** The employee actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
5. **Quality and continuous improvement:** The employee promotes organizational effectiveness by anticipating and dealing with problems. Encourages others to suggest improvements to work processes, and persistently focuses on quality, as well as on results. Seeks ways to improve productivity and effectiveness by identifying sources of mistakes and determining or suggesting a course of action to prevent their recurrence.
6. **Teamwork:** The employee is a team player who contributes valuable ideas, opinions and feedback. Communicates openly and honestly and can be counted on to fulfill commitments made to others.

Skills & Qualifications

Previous experience with heavy duty diesel mechanics desired. Must be opportunity and solution-oriented, self-confident, flexible and an analyst who can translate data into information. Well organized with a professional manner. A self-starter with initiative and proven willingness to assume ownership for areas of responsibility. Ability to make informed decisions quickly and independently. Strong interpersonal communication skills; must have ability to train others to these skills.

Revision History

Revision Level	Revision Date	Section #(s)	Description of Change
A	5/13/10	--	Authored for ISO 9001:2000 compliance.
B	8/15/13	--	Revised duties and responsibilities.
C	5/7/14	--	Updated duties and responsibilities.
D	9/12/16	--	Updated to new job description format.
E	4/13/18	--	Updated responsibilities.