

Terms of Reference for Jr. Technician I, Eicher

Position Title	: Jr. Technician I (Auto)
Grade	: 14
Pay and Allowances	: Salary and other benefits as per SRR-2018
Type of Employment	: Regular
Reporting	: Service Supervisor/Sales Manager, Eicher
Qualification and Experience	: Minimum completion of TTI/VTI with specialization or background in Mechanical/ Automobile field. Preference will be given to candidates with work experience in auto mobile industry.
Background	The primary responsibility is to carry out inspection for Eicher vehicles and seamless execution of day-to-day activities to ensure excellent after sales service. Advocate and advice motorists on good vehicle use.
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> • Good knowledge of mechanical, electrical and electronic components of vehicles. • Ability to handle various tools (e.g. pliers) and heavy equipment (e.g. lift) • Knowledge of tools and equipment required to conduct all repairs. • Ability to operate diagnostic tools.
Duties, responsibilities and accountability	<ul style="list-style-type: none"> • Shall report to the Service Supervisor/Sales Manager for all service-related affairs. • Perform technical inspection of vehicle. • Use diagnostic tools and equipment to identify and troubleshoot mechanical issues, test operation of mechanical components of a vehicle. • Perform repairs or replacement of vehicle components; make adjustments and tune-ups as required. • Perform periodic maintenance procedures as per service schedule, not limited to stock vehicles. • Shall execute business operations as per targets assigned. • Shall maintain good relationship with principal company officials, regulatory bodies, customers and colleagues.

	<ul style="list-style-type: none">• Shall ensure daily work assigned is completed and reported to supervisor.• Provide technical advice/ support to customer.• Shall be accountable for hand tools, diagnostic tools and equipment as handed by supervisor• Shall be accountable for service van if assigned.• Shall advice Eicher team on technical aspects of the vehicle.• Shall follow the Service Rules and Regulations 2018 of the company• Shall carry out any task directly related to Eicher division and on instruction of the HOD/Management.
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