



I-39 & U.S. 24 West * El Paso, Illinois 61738
Phone (309) 527-6455 * Fax (309) 527-6600
Visit our web site at: www.linco.com

JOB DESCRIPTION: Precision Ag Equipment Technical Support

Classification: Non-Exempt

Reports to: President

Based From: Linco

Supervision Given: None

Job Purpose: To assist in executing customer-focused in-house sales and technical support of Precision Ag equipment. Duties include primary responsibility for incoming tech support calls, assisting Precision Ag Sales Reps, Ag Equipment Territory Managers as well as field based technical support including equipment installations. All business activities will be conducted in accordance with policy and procedures set forth by Linco Equipment, Inc.

Requirements:

- Bachelor's Degree or four years relevant work experience preferred. High School Diploma (GED) acceptable.
- Results oriented with positive outlook and clearly focused on high quality and business profit.
- Customer Service experience preferred with track record of empathetic communication, problem solving, value selling, reliable, tolerant, and determined.
- Prefer strong understanding of agriculture, Precision Ag and fertilizer equipment.
- Ability to manage multiple tasks simultaneously
- Ability to work well with others
- Ability to operate telephones and moderate computer skills
- Ability to calculate pricing.
- Above average ability to operate computers, including linkages with Precision Ag Software required; working knowledge of maintaining web site preferred.
- Must possess and maintain a valid driver's license and a safe driving record.

Physical Demands: Ability to communicate effectively in person, verbally and in writing with customers, co-workers, and managers, operate telephones and computers, be independently mobile, and possess the dexterity to inspect equipment, operate motor vehicles properly and safely, and demonstrate efficient work processes. While occasionally sedentary, must be able to occasionally lift up to 50 pounds, be able to work inside, outside, or both including around and in ag equipment, including during inclement weather.

Key Responsibilities and Accountabilities:

- Professionally represent Linco, Precision Ag and other lines of equipment represented by Linco.
- Accept and handle all incoming Precision Ag calls.
- Assist with field-based Precision Ag service as requested, including installations, trouble shooting, and non-traditional hours as needed.
- Work collaboratively with other members of the Precision Ag Department
- Assist Ag Equipment Territory Managers as requested
- Forward calls to appropriate person (when applicable).



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- Ensure web site is maintained “up to date.”
- Manage inventory of literature for all product lines.
- Assist in planning and execution of trade shows as requested.
- Provide feedback about evolving marketplace trends
- Assist in determining which products to inventory based on meeting the needs of the market and cost-effectiveness.
- Maintain up-to-date training on current and new product lines, awareness of sales messages, and well versed in comparisons versus competitive lines.
- Continually perform work activities in an attitude of safety.
- Work extended hours on occasions and/or stay away overnight when necessary.
- Perform other duties as assigned.

I have reviewed this job description and had the opportunity to discuss its contents with my direct supervisor.

Employee

Date

Supervisor

Date