

# Autologic Job Description



**Title:** JLR Technician

**Reports to:** Technical Manager

**Based at:** Commack, NY

**Normal Working Hours:** Monday – Friday 9:00 am – 6:00 pm

Occasionally, the individual may be requested to work outside of the above hours to meet the needs of the customer and support the requirements of the business.

## **Job Summary:**

Autologic Diagnostics is the premier diagnostic software solution used in the independent automotive aftermarket. Autologic provides vehicle technical support for all passenger vehicles sold in the US. The main purpose of this role is to provide vehicle technical support via the telephone while utilizing our software equipment and guide customers through repairs and procedures. The role requires extensive knowledge of their vehicle brand, strong communication skills, data entry and documentation of vehicle repairs, willingness to help others and a positive attitude.

## **Key Responsibilities and Accountabilities:**

- Provide information and advice on vehicle diagnostics and technical solutions to customer via telephone and supported equipment.
- Document all customer interactions in Autologic database.
- Work within groups of technicians and software development teams to improve products and services.
- Maximize first time resolution of customer queries
- Provide training support to customers and employees as required

## **Skills Required:**

- Minimum work experience 3 – 5 years automotive technician
- Factory trained dealership credentials or certifications
- ASE certifications or trade school degree
- Strong attention to detail with excellent communication skills, both written and verbal
- Calm, professional and well organized, able to work under pressure
- Strong English language skills – articulate and creative
- Proven team player

## **Computer Skills:**

- Intermediate in all Microsoft Office