

Cummins NPower, the area's exclusive engine and power generation systems distributor for Cummins products, seeks qualified candidates for the following position:

Position: Diagnostic Support Agent-Level 2
Location: Any Cummins NPower Branch with ability to work from home

Pay Range: Commensurate with experience

Schedule: This is a full time position. Base shift requirements: Monday-Friday (7am-4pm) with occasional weekend shifts

Come join the best in the industry! Exciting career opportunity now available for a Diagnostic Support Agent to support our dealers, technicians, and customers!

Job Summary:

The Diagnostic Support (DS) group supports the Cummins Service philosophy of inspiring confidence in Cummins by enabling our Dealers and Branches to provide outstanding support to customers. It provides diagnostic support to Cummins-certified Dealers and Branch Technicians for engine diagnosis and repair. DS Level 2 agents handle complex issues that are not resolved / identified using published diagnostic guidance. They use their extensive product knowledge, technical expertise, knowledge of Cummins Service information systems, and customer service skills to provide diagnostic and repair support beyond published guidance to service personnel in the Dealer and Branch shops.

Key Responsibilities:

- Serve as a CAC technical support resource providing Level 1 and Level 2 diagnostic support
- Provide diagnostic and repair assistance beyond Cummins publications on warranty and non-warranty repair events to Dealers and Branch Technicians
- Ability to formulate / direct a repair plan
- Document the results of diagnostic and repair actions in the appropriate database clearly and concisely
- Manage the escalation of more complex requests to appropriate level of support that may include factory level resources
- Support diagnostic support / escalation process improvement activities
- Support our Dealers and Branches with the Expert Diagnostic System
- Prepare presentation material for Branch and Dealer technical conference calls and DTSA visits
- Assist Corporate Warranty Team with processing dealer policy requests
- Perform other duties as assigned

Functional/Technical Qualifications:

- Bachelor's Degree in engineering or technology related field preferred OR equivalent experience in diesel engine repair/service industry
- Minimum of 3 years experience with Cummins products and service related processes
- Strong technical capability with:
 - diagnostics outside of published guidance using product knowledge and fundamental understanding of system functions
 - in-depth understanding of Cummins products
- Familiar with Cummins Service information systems (i.e. QSOL), Cummins Warranty systems, and Warranty Administration policies/procedures
- Familiar with Cummins policy request process, rules, and regulations
- Familiar with and able to work with Cummins technical, customer support, and warranty administration organizations
- Strong PC skills (Lotus Notes, MS Excel, intranet & internet usage)
- Excellent communication skills (active listening, writing, speaking & telephone)
- Demonstrated ability to effectively and accurately translate conversation into written documentation
- Knowledge of Cummins distribution and service network

Physical requirements

- Must have the ability to sit for extended periods of time working at a computer keyboard

Quality/Improvement

- Demonstrated ability to commitment to contribute to system improvement process; ability to multi-task

Teamwork

- Demonstrated ability to work through conflict and use effective problem solving techniques
- Demonstrated ability to develop & maintain effective working relationships with customers, dealers, suppliers and co-workers
- Willing to be flexible in order to help meet our business needs
- Encourages cooperation amongst team members and is a positive influence

Leadership

- Demonstrated ability to initiate, expedite, follow through to project completion
- Exhibits strong organizational and time management skills
- Ability to positively react to change in environment, process and people

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www.cumminsnpower.com