



LGMG North America | 4105 Live Oak Drive, The Colony, TX 75056

CONSTRUCTION EQUIPMENT SERVICE TECHNICIAN

Employee / Incumbent	Open Position
Department	Operations / Service
Reports To	Operation Manger, Service
Location / Territory	Krugersville, TX - Dealership/Warehouse
Position Type	Full-Time, Hourly
Primary Product Scope	Construction Equipment - Excavators, Skid Steers, Wheel Loaders, Telehandlers & MEWPs
Additional Support Scope	Dealership/warehouse inventory readiness, PDI, internal repairs & field service support - LGMG and SDLG

About LGMG North America

LGMG North America is a leading provider of mobile elevating work platforms (MEWPs/AWPs) and telehandlers, with a strong focus on product reliability, responsive technical support, customer training, and service excellence. As part of our expanding construction-equipment support capabilities and SDLG dealership operations, we are building a versatile technical service team capable of supporting both warehouse operations and field-service needs across multiple equipment product lines.

Job Summary

The Construction Equipment Service Technician is based at the LGMG/SDLG dealership and warehouse operation in Krugersville, TX. The technician will provide hands-on support for sales-inventory readiness, pre-delivery inspections (PDIs), maintenance, diagnostics, troubleshooting, and repairs for both LGMG and SDLG product lines. The role also includes a field-service component, with the technician operating a company service vehicle as required to support customer, jobsite, or other service-related needs. The position requires broad construction-equipment knowledge, strong independent diagnostic ability, professional communication, and flexibility to support business needs outside normal business hours when required.

The technician will work primarily from the dealership/warehouse facility and will support LGMG MEWP and telehandler products along with SDLG construction equipment sold or supported through the developing dealership operation. The service vehicle will be based at the facility and used for field assignments as required. Vehicle take-home privileges may be considered based on operational need and company policy. The technician is expected to apply strong core heavy-equipment diagnostic skills across multiple product lines and participate in manufacturer-specific training as new equipment and systems are introduced.

Key Responsibilities

1. Dealership, Warehouse & Inventory Support

- Perform hands-on diagnostics, troubleshooting, maintenance, repair, and equipment preparation at the dealership/warehouse facility as the primary day-to-day work location.
- Support sales-inventory readiness by completing required inspections, repairs, operational checks, setup, and corrections needed to prepare equipment for sale, demonstration, delivery, or customer use.
- Perform and support pre-delivery inspections (PDIs) for both LGMG and SDLG equipment, including identification and correction of deficiencies before release.

- Diagnose and repair electrical, hydraulic, mechanical, diesel engine, drivetrain, aftertreatment, and electronic control-system issues using available service literature, schematics, diagnostic tools, and OEM support resources.
- Provide internal machine diagnostics, troubleshooting, maintenance, and repair support for company-owned, sales-inventory, demo, and other internal equipment for both product lines.
- Coordinate with Warehousing, Product Support, Parts, Warranty, Operations, and Sales to document findings, identify required repairs, and return machines to a safe, complete, and sale-ready condition.
- Maintain clear visibility of open repairs and equipment status, and communicate parts needs, repair progress, and release readiness to the appropriate internal teams.
- Support equipment staging, final operational checks, and other dealership or warehouse service activities as assigned.

2. Field Service & Customer Support

- Travel from the dealership/warehouse location to customer sites, jobsites, equipment yards, or other locations when field diagnostics, repair, inspection, product support, or service-related assistance is required.
- Operate the company-provided service vehicle safely and professionally for assigned field-service activity and transport of tools, diagnostic equipment, parts, and service materials as required.
- Provide professional customer-facing service, clearly communicate repair findings and status, and maintain ownership of assigned service work through completion or formal escalation.
- Perform warranty repairs, service campaigns, product updates, inspections, and manufacturer-directed repairs in the field or at the dealership/warehouse as assigned.

3. Construction Equipment Expertise & Diagnostics

- Maintain strong working knowledge of construction equipment including excavators, skid steers, wheel loaders, telehandlers, MEWPs, and related mobile equipment, with emphasis on hydraulic, electrical, mechanical, diesel, and electronic control systems.
- Use diagnostic software, multimeters, hydraulic pressure gauges, electrical test equipment, and other industry-standard tools to identify root cause and complete accurate repairs.
- Read and interpret electrical and hydraulic schematics, service manuals, technical bulletins, fault-code information, and manufacturer repair procedures.
- Stay current on new models, product changes, service bulletins, software updates, known product concerns, approved repair procedures, and manufacturer technical information.

4. SDLG Dealership Service Support

- Provide dealership, warehouse, and field troubleshooting and hands-on repair support for SDLG construction equipment sold or supported through the dealership operation.
- Work with the assigned SDLG Product Support team to obtain technical guidance, product information, service procedures, diagnostic support, and escalation assistance when required.
- Support excavators, wheel loaders, skid steers/compact equipment, and other SDLG product lines introduced through the dealership as business needs develop.
- Implement approved OEM repair direction and communicate significant technical findings, repeat failures, or product concerns through the established support process.
- Coordinate with dealership service personnel, Parts, Product Support, Warehousing, and Operations to ensure required parts, documentation, and technical resources are available for assigned repairs.
- Maintain clear repair ownership while using appropriate OEM and internal escalation channels for complex or unresolved technical issues.

5. Collaboration & Communication

- Work closely with Product Support leadership, Regional Product Support Managers, Technical Support, Parts, Warranty, Operations, Sales, and dealership personnel to address service needs and product issues.
- Communicate repair status, parts needs, technical findings, customer concerns, and scheduling requirements accurately and promptly.
- Support new-machine deliveries, product demonstrations, customer introductions, and equipment familiarization when field-service involvement is required.
- Escalate significant safety, reliability, repeat-failure, or customer-impact concerns promptly through the appropriate internal and OEM support channels.

6. Documentation, Vehicle & Work Management

- Accurately document service activity, including machine model and serial number, hours, complaint, cause, corrective action, labor, parts used, fault information, photographs, and follow-up requirements.
- Maintain the assigned service vehicle, tools, diagnostic equipment, and service inventory in a safe, organized, and professional condition. The service vehicle will initially be based at the dealership/warehouse facility and may be taken home only when approved or operationally required.
- Manage assigned dealership/warehouse and field-service work independently, including repair priorities, travel when required, customer communication, documentation, and repair follow-up, while coordinating priorities with management.
- Follow all company, customer-site, OSHA, DOT, and other applicable safety requirements and service procedures.

Qualifications

- Five to ten years of hands-on construction-equipment service and repair experience is preferred.
- Broad construction-equipment knowledge with experience servicing equipment such as excavators, skid steers, wheel loaders, telehandlers, MEWPs, or comparable heavy and compact equipment.
- Strong mechanical, electrical, hydraulic, diesel engine, aftertreatment, and diagnostic skills, including the ability to read and interpret electrical and hydraulic schematics and technical service information.
- Proven ability to independently troubleshoot equipment failures, determine root cause, and complete quality repairs in dealership, warehouse, and field environments.
- Ability to work independently in a dealership/warehouse-based technical service role while responding to field-service assignments as required and collaborating effectively with Product Support, dealership, customer, and OEM technical resources.
- Strong customer-service, communication, organization, follow-through, and documentation skills.
- Working knowledge of computers, mobile communication tools, electronic service reporting, diagnostic software, and standard business applications.
- Valid driver license with a clean or otherwise acceptable driving record and the ability to safely operate a company-provided service vehicle.
- Must possess and maintain a personal set of standard mechanic's hand tools appropriate for construction-equipment service and repair. LGMG will provide specialty, manufacturer-specific, and other non-standard tools required to support assigned equipment and service activities.
- High school diploma or GED required. Technical school, OEM training, industry certifications, or equivalent heavy-equipment experience is preferred.

Working Conditions, Schedule & Travel

- Full-time, hourly position based at the LGMG/SDLG dealership and warehouse operation in Krugersville, TX.
- The dealership/warehouse is the primary work location. Regional field travel is required as service needs arise, including customer and jobsite visits and occasional overnight travel based on business demand.
- Work may be performed at the dealership/warehouse, customer branches, active jobsites, service shops, equipment yards, outdoor locations, and other industrial environments.
- Frequent hands-on mechanical work is required, including standing, walking, climbing, bending, kneeling, lifting, carrying tools and parts, and working around heavy equipment in varying environmental conditions.
- Ability to respond professionally and effectively to urgent service situations, changing priorities, and field conditions while maintaining safe work practices.
- Occasional after-hours, evening, and weekend support is required as needed to address customer service needs, urgent repairs, warehouse PDIs, internal machine diagnostics, sales-inventory readiness, product issues, or other time-sensitive operational requirements.

Compensation & Benefits

- Competitive hourly pay based on experience and qualifications.
- Comprehensive benefits package, including health insurance, retirement plans, and paid time off.
- Company-provided service vehicle for business-related field-service assignments, company-provided specialty and manufacturer-specific tools and diagnostic equipment, and opportunities for manufacturer technical training and professional development. Standard mechanic's hand tools are the responsibility of the employee.

LGMG North America is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.