



## CAREER PROFILE

# Dealer Technician

## JOB OUTLOOK<sup>2</sup>

Overall employment of maintenance technicians, such as dealer techs, was projected to grow much faster than the average for all occupations over the next decade. The continuing trend towards automation will increase demand for maintenance workers who can maintain and repair complex, hi-tech machines and equipment.

## SALARY RANGE<sup>1</sup>

\$47,520 – \$55,560

**Note:** Dealer technician salaries vary beyond this estimated range depending on several factors, including experience level, geographic location, and company compensation structures.

## WHO ARE THEY?<sup>1,2</sup>

Dealer technicians are highly observant, detail oriented, dexterous professionals who inspect, maintain, and repair equipment and engines. They draw accurate conclusions about information provided by equipment performance, data, and records to determine whether equipment is in need of repair or replacement. They complete technical trainings, interpret complex repair manuals, and adjust parts to precise specifications. Dealer technicians are proficient with a variety of power, precision, and hand tools used to maintain and repair equipment and machinery. They are able to use software applications that assist with repair and maintenance work. They are able to coordinate finger and hand movements to manipulate and adjust parts, carry and move heavy equipment, and maintain balance while climbing on and around machines and equipment. They are willing to work in a variety of inside and outside work environments and wear protective equipment such as hardhats and safety glasses. They may be on call and work, weekend, or overtime shifts.

## WHAT DO THEY DO?<sup>1,2</sup>

Dealer technicians perform scheduled maintenance and repairs to ensure that a wide range of machines and equipment run reliably and efficiently. This includes large trucks, machines and vehicles used at building and road construction sites—such as bulldozers and cranes—power generators, marine engines, and agricultural equipment. Dealer techs:

- Interpret data and use diagnostic tools to test instruments and parts of equipment.
- Determine when equipment needs of repair, replacement, or upgrade, and are able to disassemble and reassemble equipment to address issues.
- Read complex manuals to learn repair procedures and utilize a variety of hand and power tools to replace defective parts and address problems.
- Conduct inspections to ensure completed work is up to standard, and keep records of repair work.



## CAREER PROFILE

## Dealer Technician (Continued)

### EDUCATION/ TRAINING

- Dealer technicians need a high school diploma or GED. Post-secondary education in Diesel or Automotive Technology is helpful.
- Dealer technicians receive at least a year of on-the-job training. High school graduates and entry-level Technicians are enrolled in an apprenticeship program (or similar).

In all of their work, dealer techs are required to follow rules and equipment maintenance schedules established by both corporate and government regulations and standards. They also must keep up to date on the latest trends and innovations in the design of engines and equipment.

### HOW DO I BECOME ONE?<sup>1</sup>

Dealer technicians have a high school diploma or GED. Entry-level dealer service Technicians will participate in an apprenticeship or similar program that includes on-the-job, classroom and online training. On-the-job training includes everyday tasks performed in the shop, graduates of two-year associates' or Certification of Graduation from a Diesel or Automotive Technology program can begin working immediately as entry-level technicians and will receive slightly higher pay rewarding a post-secondary education but will still be required to complete entry-level Caterpillar dealer training. Trainings focus on how to set up, clean, lubricate, and start equipment, how to operate tools, weld, program computers, and read blueprints.

Dealer techs need manual dexterity for working with small parts, mechanical skills for disassembling and reassembling complicated machines and equipment and troubleshooting skills for diagnosing and addressing issues with equipment.

<sup>1</sup> "Become a Dealer Technician," Caterpillar Website. <https://www.caterpillar.com/en/careers/career-areas/dealer-technician.html>.

<sup>2</sup> "Occupational Outlook Handbook." U.S. Bureau of Labor Statistics. <https://www.bls.gov/ooh/installation-maintenance-and-repair/industrial-machinery-mechanics-and-maintenance-workers-and-millwrights.htm>.