



Example of Service Information Developer Job Description

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Our growing company is hiring for a service information developer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for service information developer

- Validating procedures on products
- Creating text, photos, graphics, and videos that explain technical procedures
- Consulting with design and service engineers on technical details necessary to understand, troubleshoot, repair, and maintain complex products and system
- Conduct complex research of product service requirements in a timely and accurate manner
- Produce service information products that have positive impact on efficiency and profitability of dealer service operations
- Completed research
- Produce Disassembly and assembly information that has a positive impact on safety, efficiency, and profitability of dealer service operations
- Conduct complex research of engineering information and product service requirements in a timely and accurate manner
- Contact Product Design/Support Engineers and use of a variety of corporate systems and resources
- Collaborate with product groups to ensure accurate service information for each NPI program

Qualifications for service information developer

- Experience with dealer, customer, and service technician field repairs
- 3 to 5 years progressive experience in technical information, product group

- Experience troubleshooting, repairing, and maintaining heavy equipment, farm machinery, engines, aircraft, or automobiles
- Team oriented, able to master complex technologies (both product and process), have good interpersonal skills, and be able to work in a systems intensive environment
- Master's degree and up to two years of experience
- Electrical Engineering, four year Automotive Technology degree or equivalent experience