

# A TECHNICIAN'S STORY

## FROM STUDENT TO MASTER TECHNICIAN



## TYLER DIXON

### SERVICE TECHNICIAN - MACOMB

Tyler Dixon grew up on the farm around Case IH equipment. "I took an interest in the mechanical aspect of farm equipment while working with my dad in high school." He spent time working on older IH equipment including repairing the clutches on a International 1066.

While at Birkey's in Macomb one day, his father heard about the CNH Technician program at Parkland. When Tyler visited Parkland he felt the program "was prepared to teach on more up-to-date equipment" than other schools.

Tyler attended Parkland for two years as a Birkey's sponsored student and said "it was one of the best decisions of my life. Mark, Steve & Gordy are the best, most knowledgeable, and helpful instructors I've ever met." He is thankful for how they "helped develop my everyday skills in the shop."

**"WHILE I LIKE TO WORK ON A LOT OF DIFFERENT EQUIPMENT, I ENJOY INSPECTING AND REPAIRING CASE IH COMBINES THE MOST."**

After completing his time at Parkland, Tyler began working full-time in our shop in Macomb. Tyler had previously worked in the shop during his internship working alongside experienced technicians which helped him gain hands-on training while in school.

Tyler Dixon recently received his Case IH master technician certification on flagship combines, but he also holds certifications on Case IH tractors, engines, emission systems, and Kinze planters. Our technicians spend countless hours to complete the training for master technician on any piece of equipment, on top of their normal work duties. "I typically spend 2 weeks every year between online and in-class training with Case IH."

When Tyler is not on the road helping customers, he spends a majority of his time in the shop working on combine Customized Maintenance Inspections (CMI). "While I like to work on a lot of different equipment, I enjoy inspecting and repairing combines the most."

Tyler appreciates having customer's come in after the inspection is completed to walk through his recommended repairs. "I prefer having my customers see the issues for themselves before they agree to the work."

The CMI Certified program is important to Tyler because it gives our customers a "very in-depth and careful inspection so they can have a minimal assistance, or even a trouble-free season."

**LEARN MORE ABOUT OUR CNH TECHNICIAN PROGRAM ON PAGE 26**