

Fred Pettyfer

SERVICE ENGINEERS AT OLIVERS



The skills to support your investment

Whether you are a customer of OLIVERS, or keen on a role in one of our branch technician teams, there is no better illustration of the value we place on our service engineers than the views of one who is carving out a career helping our customers and our business.

A core element of the ongoing support provided as part of every machine sale from OLIVERS, our service engineer teams are at the heart of everything we do to ensure your equipment performs to its potential, whether it requires a pre-delivery inspection, a service, or a repair in the field. At OLIVERS, we make a point of ensuring we recruit and train the very best service staff from a wide range of skill sets and backgrounds.

For Fred Pettyfer, technician at OLIVERS Winchester, an initial career period training as a car mechanic proved good training for taking on a role in which he is rapidly developing his specialisms in CLAAS and Horsch equipment.

“I spent six years after leaving school on an apprenticeship with an independent garage, which gave me a good grounding in mechanical engineering, before leaving to broaden my experiences with a couple of other employers and working for myself for a while,” says Fred.

“I then wanted a change, but still was keen to do something mechanical, and use my core skills. With cars, one is much like another and there’s little variety. When I saw an advert seeking farm machinery service engineers, I thought ‘that’s different’. I don’t have a farming or farm machinery background, but OLIVERS Winchester is local to me, and the job sounded like a good new challenge, so I applied and was interviewed.



Fred Pettyfer, Technician

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Joining the business in summer 2022, Fred was immediately immersed in harvest work during one of the hottest summers in many years.

“I joined in August, and spent three months learning on the job with the support of existing service engineers here. When things became a bit quieter in late autumn, OLIVERS sent me on my first training courses for CLAAS and Horsch products, and since then I’ve been on a number of these to build up my product knowledge. I completed two engine courses this winter, which have been great – I really enjoy them, and there has been a really good combination of learning on the job, practical courses and classroom theory.”

PLENTY OF VARIETY

From an employee point of view, agricultural service technician work offers great potential for variety, notes Fred.

“I especially enjoy working with engines and keeping up with the latest developments, as the technology is always improving. Part of our job is to always stay ahead of changes so we are fully up to speed when customers buy the first of any new machines.

“Machine-wise, I especially enjoy working on our CLAAS SCORPION telehandler products, but my work can involve any machine across the range of CLAAS tractors, combines, telehandlers and green harvest equipment, or on Horsch cultivator, drill and sprayer products, as these are the two manufacturers with which I’ve so far specialised.”

Having come into the job during one of its busiest seasonal periods, Fred quickly learned of the seasonal pressures farming faces.

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“Everyone is under bit of pressure at times like harvest, but compared to some of those I dealt with in the car industry I love working with our customers. It’s nice to be able to go out and work on farm with them where necessary, and I love the blend of being out in the field or in our workshops – it makes the job of an engineer even more interesting.

“Machines do sometimes break down, but one of the most satisfying aspects of the job is helping to quickly get them up and running again, whether it’s individually or as a team. Within the dealership, we work together across the sales, service and parts teams to ensure every customer is looked after as needed. And with a company like OLIVERS it’s also good to be able to work with colleagues from across our network on training and things like open days, and feel part of a wider family business.

“Now I’m a qualified service engineer, I’m hoping to progress to my master mechanic and master technician qualifications, by completing further courses and training. Becoming an agricultural engineer with OLIVERS has been a great career move for me, and I’m really looking forward to the next developments from our company and our suppliers.”

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