

Technician Opportunities

Toby Kirgan

GLOBAL DEALER LEARNING

Caterpillar: Confidential Green

CATERPILLAR®



Toby Kirgan

Career

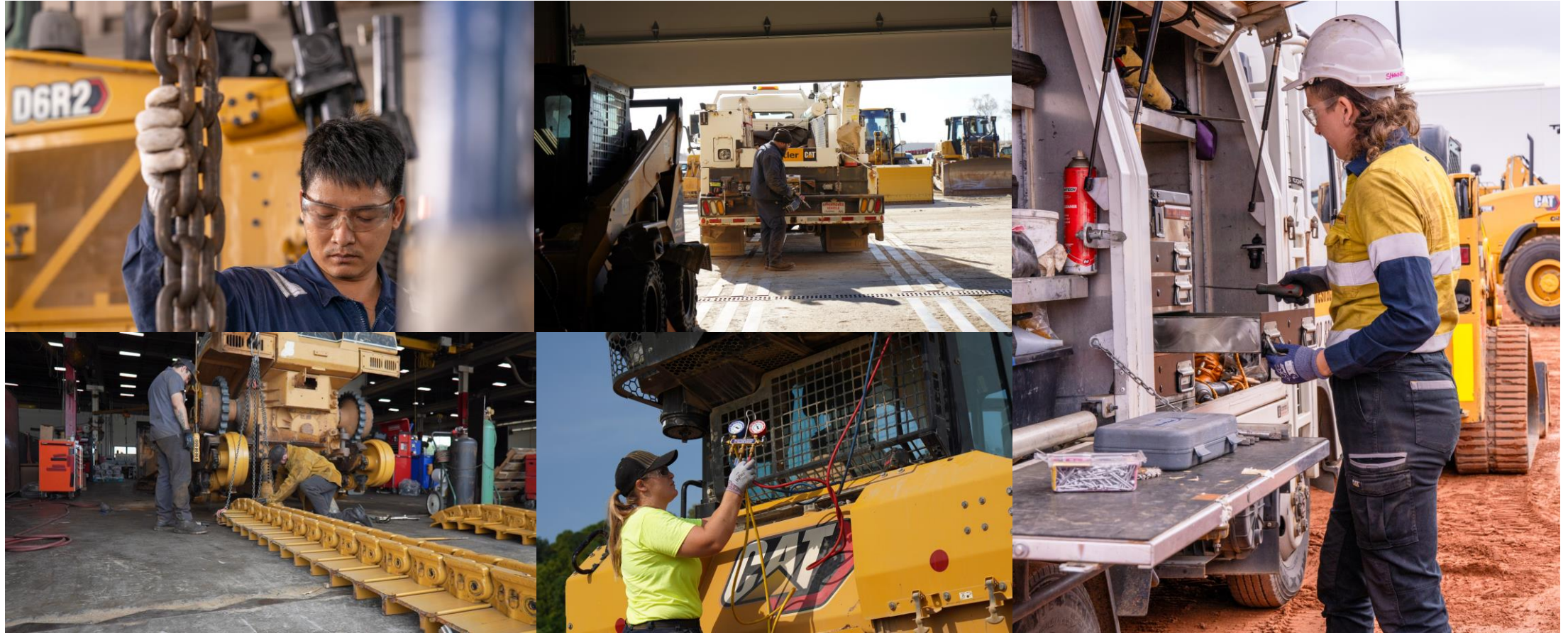
- 9 Years Agency at Caterpillar
- 21 Years at Caterpillar
- Passion – helping people achieve their dreams

Caterpillar has allowed me to:

- Stay close to my family and hometown
- Gain valuable on the job experiences
- Learning – multiple conferences, certifications, and associations
- Gain expertise in new fields such as Information Technology, Learning Design, etc.
- Teach my kids the importance of soft skills in the workplace and advancing their education.
- Be a professional by developing my competency gaps
- Participate in multiples events, such as FFA, SkillsUSA, etc.
- Build new relationships globally



Technicians – What Do You Think Of?



Skillsets of Today's Technicians

A Caterpillar, dealer or customer technician needs a blend of technical skills, including expertise in heavy equipment repair, hydraulics, electrical systems, and troubleshooting, along with strong problem-solving and communication abilities.

Technical Skills:

Heavy Equipment Expertise: In-depth knowledge of construction equipment technology and applications, including Caterpillar's product lines.

Mechanical & Diagnostic Skills: Ability to diagnose and repair mechanical issues, including engines, transmissions, undercarriages, and track systems.

Hydraulics & Electrical Systems: Understanding of hydraulic and electrical systems, including troubleshooting and repair.

Use of Tools & Equipment: Proficiency in using hand and mechanized tools, including jacks, hoists, and welding equipment.

Computer Skills: Ability to use computers and electronic equipment for diagnostics and problem-solving.

Blueprint Reading: Ability to read and interpret technical drawings and schematics.

Inventory Management: Ability to keep track of parts and tools and order them when necessary.

Soft Skills:

Problem-Solving: Strong ability to identify and resolve technical issues efficiently.

Communication: Ability to communicate effectively with customers, colleagues, and supervisors.

Customer Relationship: Good customer relationship abilities.

Detail-Oriented: Ability to pay close attention to detail and maintain accuracy in repairs.

Time Management: Ability to perform duties with a sense of urgency and meet deadlines.

Physical Demands: Ability to stand for long periods, lift heavy objects, and perform repetitive tasks.

Safety Awareness: Ability to work safely and follow safety procedures.

Adaptability: Ability to work in a dynamic, fast-paced service environment.

Opportunities for Future Technicians

High School Students

- Technicians for the World

College Students

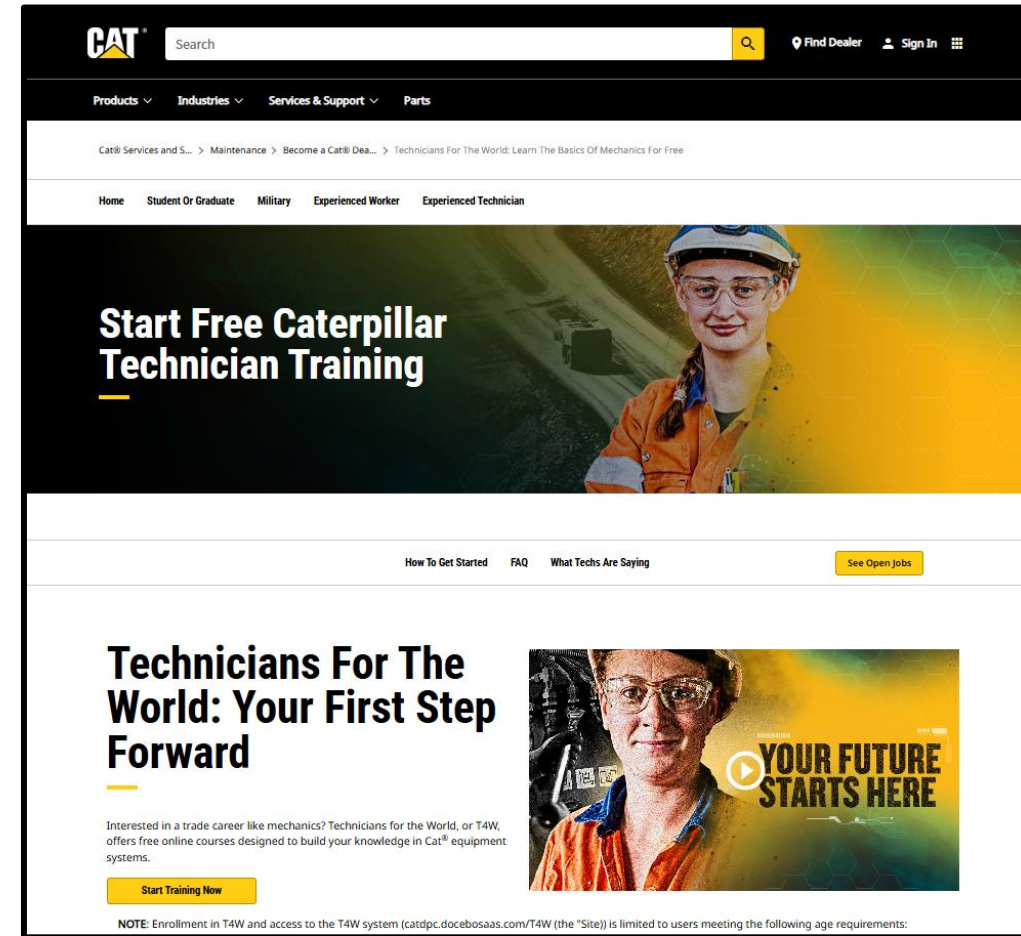
- ThinkBIG

Technicians for the World (T4W)

Technicians for World is a no cost online program for prospective employees seeking a new and exciting career as a service technician.

- The curriculum consists of 22 courses, including introductory and foundational level courses.
- Completion time is estimated to take 25 hours or approximately 3-6 months.
- The program is offered globally (250 countries) and is currently available in multiple languages (English, French, Arabic, Spanish, Japanese, Chinese and Portuguese).

We believe those that show the initiative and aptitude to complete the curriculum have the potential to be valued service technicians in our global dealer network. This program will help identify those individuals and maintain a pipeline of potential candidates.

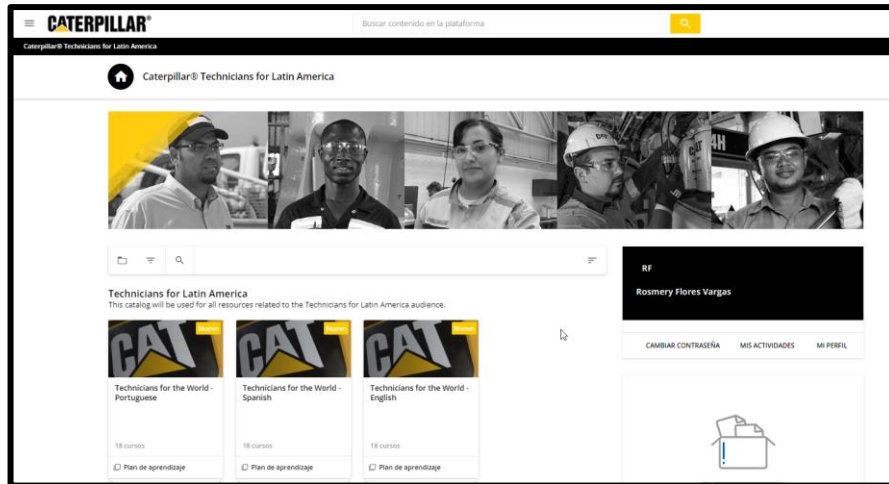


www.cat.com/T4W

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T4W – Courses Available



The program offers separate learning plans for each language.

The curriculum consists of 22 introduction and foundational courses relating to assembly, engines, hydraulics, electricity and more.

COURSE DETAILS

Course Title	Duration
The Caterpillar Story: A History of Innovation	45 minutes
The Cat® Dealer Organization	60 minutes
Cat Machines Product Line	120 minutes
Engine Product Line	60 minutes
Contamination Control	45 minutes
Power Tools	60 minutes
Hand Tools	180 minutes
Fasteners, Sealants, and Adhesives	45 minutes
Jacking, Blocking, and Lifting	90 minutes
Gaskets and Seals	25 minutes
Bearings	40 minutes

Course Title	Duration
Wires and Connectors	40 minutes
Hoses, Tubing, and Couplings	25 minutes
Service Workplace Safety	45 minutes
Introduction to Engines	45 minutes
Basic Engine Components	45 minutes
Hydraulic Principles	40 minutes
Intro to Machine Hydraulic Systems	45 minutes
Basic Electricity	45 minutes
Electrical Circuits	60 minutes
Power Train Overview	45 minutes
Introduction to Electrification Technology	60 minutes

T4W – Certificate of Completion

Once a student completes the program, they will receive a digital certificate of completion and a congratulatory letter from Caterpillar through our dealers. This is Caterpillar's recognition of an individual's commitment to the program.



Contact Information

TECHNICIANS FOR THE WORLD

Learn the basics of diesel engines, electricity, hydraulics, power train and much more.



What is Technicians for the World?

A set of 22 free online courses, with topics including:

- Cat® Machines Product Line
- Introduction to Engines
- Introduction to Electrification Technology



Benefits

- No cost; completely free of charge!
- Boost your Cat equipment knowledge.
- Courses are in multiple languages.
- Available globally in 250 countries.



How long does it take?

- Take courses on your own schedule.
- Usually takes about 25 hours, or 3-6 months.



Register Now



Questions? Contact:
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ThinkBIG

What's ThinkBIG?

Sponsored by partner Cat dealers and supported by Caterpillar, this two-year program lets you rotate between hands-on lab and classroom learning, and a paid internship at the associated Cat dealer. Once you graduate, you'll earn an accredited degree backed with over 2,000 hours of work experience.

How Do I Get In?

A high school diploma or GED gets you halfway there. After that, you'll complete an application process with the college and your sponsoring Cat dealer. Requirements vary by program; ask the sponsoring dealer for specifics.

What's the Cost?

While you'll be responsible for tuition, supplies and housing, you'll only pay in-state tuition — even if you attend an out-of-state college.

ThinkBIG Highlights

2-YEAR – Nationally accredited associate degree in applied science

2,000 HOURS – The amount of work experience you earn

TWO 8 WEEK ROTATIONS – 8 weeks at school, 8 weeks paid internship at a Cat Dealership

2 LEARNING PATHS – Heavy equipment and electric power generation



Contact Information Options

Visit our booth for more information.

Go to [Cat.com/ThinkBIG](https://cat.com/ThinkBIG)

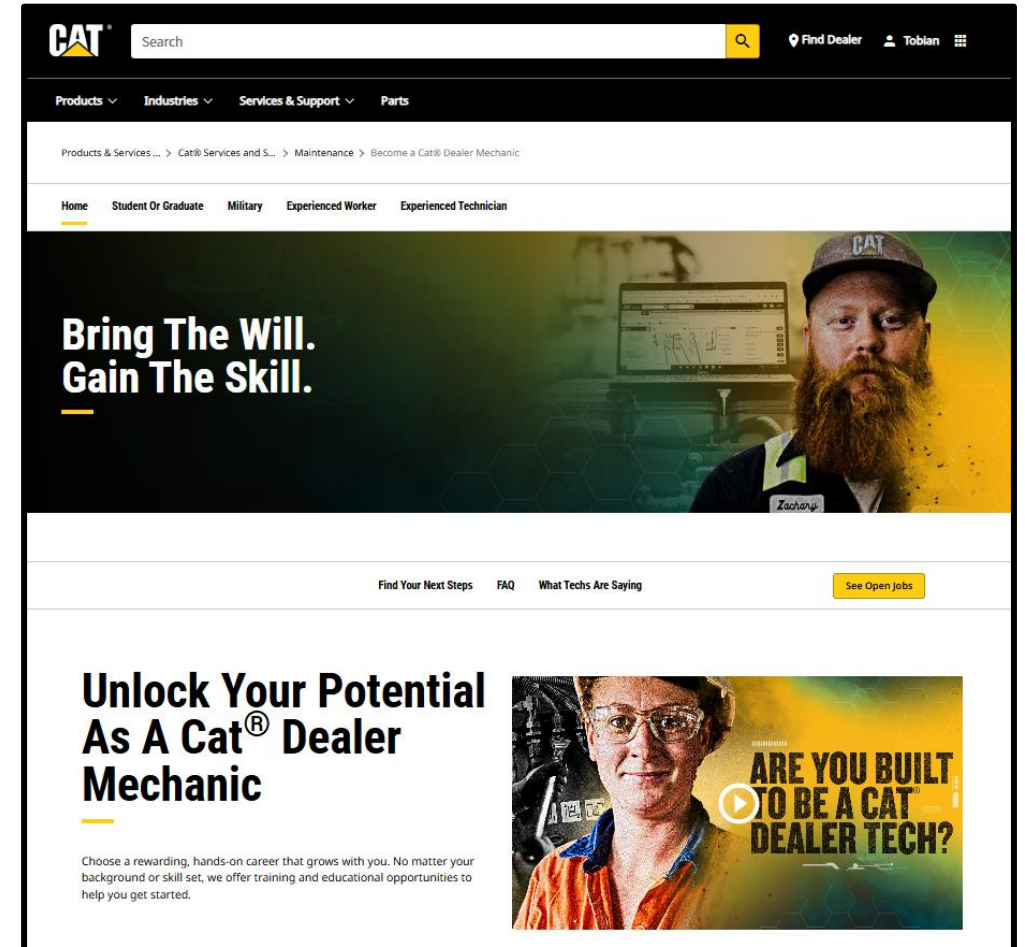
Contact:

Adam Dean

Dealer Technician Growth Manager

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Ready to kickstart your
career with ThinkBIG?



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Questions?

