

EMPLOYEE PROFILE

Jeff Taylor

Lead Technician

Eccles Auto Service
Dundas, ON

Accomplishments

Winner
2005 Canadian Technician
of the Year Award
given out by Canadian
Technician Magazine.

Honoured with a plaque
from the Ontario
Government
for top marks as an
apprentice

Ranked highest
Canadian in the AC Delco
Technician of the
Millennium competition
in Charlotte, N.C.

Nominated and won the
2009 Readers Choice
Platinum Award for
"Best Auto Technician"
in the area.

Background

Graduate
Parkside High School

Automotive Career
began in 1984 when he
started pumping gas
at Westdale Gulf.

Worked as a part-time gas
jockey for Bruce Eccles at
his full service gas station
while studying agriculture
in University.

Started by learning to
replace belts, batteries
and radiator hoses at
the busy service station.



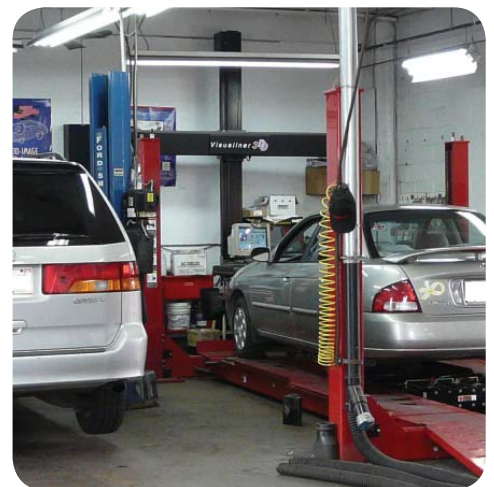
Love of learning

Competing at international events like AC Delco's *Technician of the Millennium* contest, formerly an annual competition hosted by AC Delco, which brings together star automotive technicians from across North America "is an opportunity I can't turn down" says Jeff, because it gives him a chance to "keep my skills sharp". Jeff's view on training overall is "I read as much as I can, I get as much training as is provided" in person and online. He derives a great deal of pleasure in the constant challenges and problem solving skills required in the industry today.

Jeff is now imparting that love of the learning challenge as a training instructor who helps other technicians and apprentices achieve his high technical level. He enjoys training because of the challenge involved. "When you are trying to explain something, you learn that much more, because you have to be able to explain it seven different ways."

Today's technology

"Today's vehicles might be very finely tuned, compared to what we had in the past," he says, "but you still have to know the basics, perhaps a little more in depth." "Actually", he goes on, "the way an engine works has not changed in about 130 years. You still have to know how voltage and amperage work."



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Jeff Taylor, Lead Technician

Challenges of being a technician

Keeping up with change is the biggest challenge of being a technician, as far as Jeff is concerned, “Keeping up not just with understanding how things work, your repair, how you can get data, the tooling.” As an example of how complicated the technical information can be, Jeff cites the fact that the newest Mercedes Benz scan tools come loaded with all their manuals. This potentially means shops have to have separate sets of scan tools for each of the manufacturers whose vehicles they service. Jeff foresees shops and technicians having to choose to specialize in particular makes and models or areas of repair, due to the cost of the tools, including software.

Advice to students

“You’ve got to like continuous challenges and change” says Jeff, when asked what students should expect of working as a technician, “and you have to like learning.” With obvious delight he points out the newest challenge - a totally exploded water pump. The three technicians in his shop, with a combined 80+ years of experience under their belts, have never seen anything like it. “It’s

definitely not like putting a windshield in at a factory.”

Being able to go online and read and comprehend vast amounts of information is vitally important, as is the ability to diagnose issues. As a small example of the complexity of today’s technology, Jeff points out that the proper engine oil for a current VW could be one of seven or eight different types. Pick the wrong one and you have a potential engine failure.



His future plans

Jeff has no desire to own his own shop, or go elsewhere. His current job provides him with enough challenge and satisfaction. If anything, he sees his work as becoming ‘less physical, just concentrating more on diagnostics.’ He still has the passion for the work that attracted him to the industry in the first place, a passion he feels is necessary to get into the industry. “Although I always wanted to be a plumber or electrician, I stay here because I enjoy it.”



Working as a technician “is a fabulous opportunity,” says Jeff. “There are very few days that are boring and we don’t get near as dirty as we used to. I absolutely hate getting dirty,” he grins with his shining tool box and trophies behind him.

Canada

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