



Position: Construction Technology Specialist Level 2
Department: Service
Reports To: Regional Aftermarket Manager/Service Operations Manager
Supervises: None
Job Group: Professional
Exempt or Non-Exempt: Exempt

Job Description:

This individual will strengthen customer loyalty and drive business growth through proactive relationship management, customer follow-up, and the promotion of wholegoods, parts, service, and aftermarket offerings. They will work to understand customer needs, resolve issues, provide technical support where applicable, and leverage customer insights to deliver an exceptional customer experience.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Serve as the subject matter expert for construction technology solutions, including GPS, laser, and machine control systems, by providing troubleshooting, technical support, demonstrations, and customer training.
- Perform onsite installation, configuration, maintenance, diagnostics, repair, and support of technology products within the assigned territory.
- Identify and develop new business opportunities for construction technology, parts, service, and repair solutions while supporting sales growth and customer success.
- Build and maintain strong customer relationships through proactive communication, equipment profiling, follow-up activities, and ongoing support.
- Address customer concerns, provide timely solutions, and monitor customer satisfaction to ensure an exceptional customer experience.
- Collaborate with sales and service teams to promote technology solutions, machine inspections, service programs, special promotions, and aftermarket opportunities.
- Maintain accurate service documentation, including work orders, machine information, parts usage, and completed repairs.
- Provide training, mentoring, and technical coaching to technicians and team members throughout the region to ensure consistent product knowledge and service excellence.
- Maintain current knowledge of construction technology products, equipment, software, and emerging industry trends.
- Assist with customer onboarding, startup coordination, and implementation of technology solutions to maximize product adoption and performance.

- Maintain a safe, organized work environment and ensure proper care and use of company tools, equipment, and assets.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Conduct self in the presence of customers and community so as to present a professional image of RDO Integrated Controls.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- 3–5 years of experience in the construction, technology, equipment, or related industry with responsibilities in sales, service, training, customer support, or a related field.
- Experience with GPS, machine control, construction technology, or precision solutions preferred.
- Strong technical aptitude with the ability to learn, troubleshoot, and support advanced technology systems.
- Proficient computer skills, including the ability to utilize diagnostic software, business systems, and Microsoft Office applications.
- Strong verbal and written communication skills, with the ability to effectively train, support, and build relationships with customers and team members.
- Ability and willingness to travel 35–50%, with travel fluctuating based on seasonal business demands.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting		X		
Walking			X	
Standing			X	
Bending (neck)			X	
Bending (waist)			X	
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling	X			
Twisting (neck)		X		

Twisting (waist)		X		
Hand Use: Dominant Hand Right___ Left___			X	
Is repetitive use of hand required?			X	
Simple Grasping			X	
Power Grasping		X		
Fine Manipulation			X	
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.			X	
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.		X		
76-100 lbs.	X			
Carrying:				
0-10 lbs.			X	
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.		X		
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment			X	