



Position:	Lead Technician
Department:	Service
Reports To:	Service Department Manager
Supervises:	None
Job Group:	Skilled Worker
Exempt or Non-Exempt:	Non-exempt

Job Description:

The Lead Technician serves as the in-shop technical resource within the Service Department. This role is responsible for performing complex diagnostics and repairs while providing day-to-day technical guidance and support to other technicians. The Lead Technician remains actively engaged in hands-on, billable work and partners closely with Service leadership to support repair quality, shop efficiency, safety, and customer satisfaction.

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:

- Perform hands-on repair and diagnostic work, with expectations to wrench and bill a minimum of 60% of working time (additional expectations may be set based on location needs by leadership).
- Serve as the primary in-shop technical expert and escalation point for complex diagnostics, repair challenges, and repeat or high-risk failures.
- Provide technical guidance, coaching, and informal mentorship to technicians to support skill development and consistent repair quality Support shop workflow and efficiency by assisting with job prioritization and resolving technical bottlenecks in coordination with Service leadership.
- Promote accurate diagnostics, proper repair procedures, and documentation to help reduce rework and comebacks.
- Reinforce safety standards, proper tooling, and safe work practices while maintaining a clean and organized shop environment.
- Participate in regular communication with Service leadership regarding department performance, efficiency, and improvement opportunities.
- Maintain advanced technical and product knowledge across all equipment supported by the dealership.

- 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 Equipment Co.
- 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:

- Demonstrated experience performing complex diagnostics and repairs on heavy equipment.
- Strong technical leadership skills with the ability to guide, coach, and support other technicians without formal supervisory authority.
- Excellent communication skills, both verbal and written.
- Strong organizational skills with attention to detail and repair quality.
- Customer-focused mindset with a commitment to professionalism.
- Proficiency with computer systems and diagnostic software.
- Ability to assemble, repair, and perform maintenance functions on equipment.
- Graduation from related diesel technology program (preferred).
- 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	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___				

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	