



Job Title: Machine Health Monitoring Specialist
Department: Aftermarket
Reports To: Machine Health Manager
Supervises: N/A
Job Group: Professional
Exempt or Non-Exempt: Exempt

Job Description:

This individual will monitor machine health and coordinate distribution of information to ensure machines are operating properly to increase productivity and reduce risk. This individual will serve as the primary resource for support to include monitoring and research of service alerts and other machine information while coordinating with customers or location personnel to provide solutions.

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:

- Evaluate machine information to provide proactive solutions to customers.
- Review and monitor machine data from telematics and other sources to provide information to increase machine productivity, increasing uptime and reducing risk.
- Use oil scan test data to provide recommendations to increase customer productivity and reduce downtime and risk.
- Share information and solutions with customers and our locations to increase value the customer receives from RDO Equipment Company.
- Analyze data to help determine trends and provide feedback and recommendations to preempt failures and prevent downtime/reduce cost.
- Communicate with customers or internal personnel to provide actionable responses to the data being provided.
- Create service requests for the locations when necessary to ensure success of required repairs.
- Record information and activities within approved company data base.
- Follow up to ensure solution implementation.
- Provide excellent customer service and follow-up.
- 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:

- Demonstrates excellent communication and interpersonal skills, with the ability to effectively collaborate with customers, colleagues, and internal teams.
- Possesses a strong technical understanding of machine systems and can apply that knowledge to identify issues and recommend solutions.
- Provides exceptional customer service while building positive relationships and delivering value-driven support.
- Utilizes excellent computer skills to analyze machine data, maintain accurate records, and effectively use company systems and technology platforms.
- 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		x		

shoulder level)				
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		