



Position: Service Technician (Technology)
Department: Service
Reports To: Service Manager
Supervises: None
Job Group: Skilled Craft Worker
Exempt or Non-Exempt: Non-Exempt

Job Description:

This individual will be responsible for the effective repair of GPS, machine control, survey and laser at high levels of quality. Their work must be completed in a safe, professional and timely manner. Based upon their level of expertise, the Service Technician may work under direct supervision.

This individual must be able to perform quality work as efficiently and profitably as possible, work overtime and weekends on occasion.

RDO Equipment Co. approaches its goals and responsibilities in terms of its five principal stakeholders: Employees, Customers, Manufacturer Partners, Owners and Communities. These principal stakeholders have shaped the core values of the organization and provide a basis for our management decisions.

Employees: We are dedicated to being an organization that continually strives to be a great place to work.

Customers: We are dedicated to being a total solutions provider with the highest commitment to customer service.

Manufacturer Partners: We are dedicated to being a respected distributor for our manufacturer partners.

Owners: We are dedicated to building a strong and sustainable business for the future.

Communities: We are dedicated to being an exceptional corporate business citizen.

Specific Duties Include:

- Diagnose, inspect, recondition, repair, assemble, and service equipment as assigned by the supervisor.
- Document system information and repairs completed on work order, including parts used.
- Maintain a clean work area, as well as care for all shop tools, systems and equipment.
- Identify and communicate solutions for customer service opportunities in the dealership's area of responsibility
- Maintain technical and product knowledge on all equipment sold within the dealerships area of responsibility.
- 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:

- Excellent mechanical skills
- Working knowledge of electronics and hydraulic systems preferred
- Strong computer skills
- Excellent customer service skills
- Ability to assemble and perform maintenance functions on equipment
- Excellent oral communication and written skills
- Strong organizational skills

OE/M/F/Disabled/Veteran

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	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			