



Job Title: Technology Services Intern
Department: Technology Services
Reports To: Technology Services Operations Manager
Supervises: None
Job Group: Administrative Support Workers
Exempt or Non-Exempt: Non-Exempt

Job Description:

The Technology Services Intern will gain hands-on experience supporting construction technology solutions while providing technical services and support to internal and external customers for Topcon, Carlson, and other manufacturer products sold and supported by RDO Equipment. The intern will also work alongside the Technology Services team to develop technical content and documentation supporting the operation and use of these products.

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:

- Develop training materials, FAQs, workflows, digital content, and guides for customers.
- Support team projects, including product development, curriculum creation, and digital content creation.
- Work closely with Sales, Service, and Parts teams to present customers with the best product solutions for their jobs and workflows.
- Assist with customer phone support and troubleshooting for issues in the field.
- Log internal and external customer phone calls using RDO Equipment's internal business systems.
- Create reports related to case history, product updates, and general communication.
- Assist in developing presentations and other technical content.
- 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:

- The ideal candidate will be a junior or senior in college pursuing a degree or demonstrating an interest in construction technology, business, or a related field.
- The candidate must be detail-oriented and able to maintain a high level of accuracy when completing technical projects, documentation, and other assigned work.
- The candidate should be a motivated self-starter who can work independently and take initiative in a fast-paced environment.
- The candidate must possess effective verbal and written communication skills to interact professionally with team members and stakeholders.
- The candidate should demonstrate strong interpersonal skills and the ability to build positive working relationships with colleagues across the organization.
- 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___				
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		