Position: Technology Support Specialist
Department: RDO Technology Support Department
Reports To: Technology Support Manager
Supervises: None
Job Group: Administrative Support Workers
Exempt or Non-Exempt: Non-Exempt

Job Description:

The Technology Support Specialist serves as a technical resource for customers and internal teams by providing troubleshooting, training, workflow support, and product expertise for positioning, machine control, UAV, software, and construction technology solutions. This role helps customers maximize technology utilization, improve productivity, and achieve successful adoption of technology investments while delivering 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:

- Provide phone, email, and remote support for machine control, positioning, UAV, software, and related technology solutions.
- Log all customer phone calls utilizing RDO Equipment's internal business systems.
- Create support documentation, videos, quick-reference guides, FAQs, and knowledge articles.
- Support internal and external customers' subscriptions for RDO Equipment's technology offerings.
- Monitor recurring support trends and recommend solutions that improve customer success.
- Act as a trusted advisor throughout the customer lifecycle.
- Work closely with our sales, service, and parts teams to present customers with the best product solutions for their jobs and workflows.
- Develop and deliver classroom, virtual, and on-demand customer training programs.
- Attend any manufacturer training or company-sponsored training offered for hardware and software that pertain to support and internal processes.
- Make recommendations for future support success based on hardware and software needs.
- Seek additional sales, parts, and service opportunities for the company and report those prospects to the appropriate parties.
- 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 oneself in the presence of customers and community so as to present a professional image of RDO Equipment.
- 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:

- Ability to communicate professionally with customers and internal team members.
- Demonstrated commitment to delivering high-quality customer service.
- Advanced computer proficiency and ability to learn new systems efficiently.
- Familiarity with construction workflows, surveying, modeling, or heavy equipment operations.
- Ability to travel to other RDO locations along with occasional training.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

Essential Job Functions:

Activity Hours Per Day	Never 0 Hours	Occasionally Up to 3 hours per day	Frequently 3-6 hours per day	Constantly 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, and other equipment?		X		