

Technician (entry level and senior), Job Description, ver 5

Position Description: Service Technician, hourly, non exempt.

Basic Function: Installs, modifies, inspects and/or repairs various specialty electronic or mechanical systems.

Responsibilities include:

Maintain & Demonstrate Necessary Skill Set (70%)

1. Maintain a professional level skill set in all core functional areas; video; audio; life safety systems; electronic security & other systems including CCTV and fire alarms; lock smithing; and computer software/hardware networking skills
2. Maintain and demonstrate a professional level (at a minimum, will be higher for higher technician levels) task related competency in the installation, programming and service of each core area
3. Maintain and demonstrate an expert level knowledge base in one or more core functional areas
4. Maintain and demonstrate the ability to conduct a full physical system installation and programming in one or more core functional areas
5. Maintain an entry level skill set in basic carpentry and electrical work
6. Demonstrate an ongoing; flexibility; creativity; ability to work without micromanagement; and ability to work with potentially limited instructions in a self directed dynamic work environment

Education (5%)

7. Secure and/or maintain required licenses or certifications
8. Engage in ongoing professional development to ensure up to date product and process knowledge in core functional areas through online, class room, trade shows or other training
9. Engage in education to learn core functional areas and computer/application uses that are lacking

Communication (15%)

10. Communicate and integrate effectively at a high level of detail with sales and support staff
11. Communicate issues, items and concepts clearly to customers
12. Return paperwork and documentation in a timely manner with a high level of accuracy
13. Fully utilize technologies provided to assist in communication

Reliability and Representation (10%)

14. Available to work as scheduled and on time
15. Available to work overtime as needed or required
16. Ability to coordinate, direct and/or supervise 3rd party contractors and apprentices
17. Ability to interact professional with customers and other contractors on job site
18. Maintain vehicles and other company property in clean and working order
19. Maintain a clean professional appearance

20. Other duties as assigned

Desired Qualifications: The technician candidate should have an entry level and up to date skill set in all core functional areas with a specialty functional expertise in one or more functional area. The technician should have entry level skills in general carpentry or electrical work. Plumbing, auto-mechanic and lock-smithing skills are also desirable. Various professional licenses or certifications in; fire alarm systems; NICET or equivalent fire technologies; security and access control systems; and electronic or electrical vocational training is also highly desirable. Relevant work experience is needed. Demonstrated reliability, initiative and efficient time management skills also required. The ability to communicate effectively in both verbal and written forms is an absolute requirement. A proficiency level of computer literacy in business software programs including the ability to learn new technologies or programs quickly is highly preferred. A valid Indiana drivers license is required. Refer to qualification checklist addendum.

Working Conditions: Primarily at customer locations or worksites, including construction zones. Daily travel by vehicle is expected. Work weeks exceeding 40 hours can be expected. Periodic weekend or evening work may be expected.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; talk; hear; stand; walk; use hands and fingers to manipulate objects; reach with hands and arms; and work at heights or in confined spaces. The employee is occasionally required to climb, balance, stoop, kneel or crouch or crawl.

The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include the ability to view computer monitors and intricate details.

Supervises: None