

Title: Installation & Service Technician

Position Overview: Installation and Service Technicians report directly to the Service Manager or Project Managers on a daily basis. Responsibilities include, but are not limited to, performing installations, troubleshooting and repairing or replacing equipment located in the field and other normal daily job functions associated with the positions.

Responsibilities/Duties:

- Installs and pulls wire as per specifications. Tagging all cables appropriately for future reference.
- Installs and services CCTV, access control systems, burglar alarm, perimeter protection, turnstiles, etc.
- Tests all equipment after termination is made to ensure performance of system.
- Work in compliance with the company's safety manual with safety of self and others in mind at all times.
- To assure all paperwork is turned in on time and filled out completely (example: vehicle logs, time cards, field service reports, etc.).
- Daily communications with Project Manager on delays, requirements and general status of jobs.
- Timecards are accurate and filled out completely with job numbers, assuring that all time adds up correctly, hours are correct; time card is signed and turned in every Monday by 10:00 am to payroll administrator. Responsible to make sure cards have arrived at company. Also responsible for apprentice's timecard accuracy if applicable.
- Responsible for training apprentices on company procedures, systems and installation techniques.
- All work is performed to company standards and quality installation techniques are practiced.
- Works with Systems Engineers on startup to ensure complete system compliance.
- Works with Project Manager to ensure complete closeout and turn over of jobs to the client and service department.
- Assures all job locations are kept clean and safe during the installation with no equipment to be left on the job site upon completion of the project. Also to remove all trash each day from the individual work locations.
- To assure the client knows the status of the project or service call repair prior to leaving the premise.
- To keep your assigned vehicle clean and organized at all times, and to replace parts used as soon as possible.
- To communicate with the service dispatcher or project manager upon arrival and departure from each site on a daily basis.
- To immediately notify your direct supervisor of any type of accident to you, your property or any property belonging to Service Works.

Minimum Qualifications: The following are the minimum qualifications which an individual needs in order to successfully perform the duties and responsibilities of this position. Please note that the minimum qualifications may vary depending upon the department size and/or geographic location.

Knowledge:

- 3+ years working in the electronic field where AC/DC theory is used on a daily basis.
- Proper hand and power tool operations and safety.
- Ability to read blue prints and schematics.
- Ability to wire and troubleshoot relay logic.
- Basic computer and networking skills.
- Ability to utilize and understand a multimeter.

Specific System Requirements:

- Must have a working knowledge of software utilized by SWI on a daily basis. Current Access Control System Software utilized is as follows:
 - Software House C.Cure 9000
 - Honeywell ProWatch
 - AMAG Symmetry
 - Genetec
- Current Video Software Utilized on a daily basis is as follows:
 - OnSSI
 - Milestone
 - Genetec
 - Avigilon
 - Salient

** Note: Certifications in several of the above listed products a plus.

Skills/Abilities:

- Ability to solve practical problems and carry out responsibilities under general supervision.
- Ability to finish projects.
- Ability to organize workload for effective implementation.
- Ability to write simple correspondence and present information in one on one and small group situations.
- Ability to communicate effectively.
- Strong customer service skills.
- Ability to interact effectively at all levels and across diverse cultures.
- Ability to function as an effective team member.
- Ability to adapt as the external environment and organization evolves.

Background:

- Must have a good acceptable driving record
- Must pass initial and ongoing drug testing
- Must have clean criminal arrest record
- Must have solid and responsible financial background

Physical Demands: In general, the following physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Must be able to see, hear, speak and write clearly in order to communicate with employees and/or other customers; manual dexterity required for occasional reaching, climbing and lifting of objects, and operating power tools and office equipment.
- Must be able to work on ladders and aerial lifts.
- Must operate all equipment safely and within SWI guidelines.

Work Environment: In general, the following conditions of the work environment are representative of those that an employee encounters while performing the essential functions of this job.

- Site work job conditions that is similar to construction projects.
- General office conditions.
- Working in Pharmaceutical or Healthcare Environments
- Working in airports and refineries.
- Working both indoors and outdoors in varying weather conditions.

Required Tools: Technicians are required to carry their own specific tools while employed at SWI. While large tools such as ladders, Hilti hammer drills, computer laptop and such are provided by SWI, common hand tools, meters and other tools that are used in the daily performance of your job are to be provided by each technician. SWI will provide you of a list of the most common tools you must provide in order to work effectively in your job.

Work Ethic: Attitude, the desire to succeed and individual career advancement must be paramount within this position. We are looking for individuals that stand out in the crowd. Individuals that are content to punch a time clock every day forever need not apply here. We want self-motivated individuals that are not content until they have reached their peak within the industry and among their peers. Self-training, self-study, and growth to reach top level performance are not only something we require, but also something we compensate very well for. While we will provide manufacturer remote training programs, we look to individuals with a thirst for industry knowledge and growth.