

POSITION DESCRIPTION

TITLE: Low Voltage/ Access Control / CCTV Installation and Service Technician

DEPARTMENT: Operations

PAY STATUS: Non-Exempt, Hourly

POSITION RELATIONSHIPS: Reports to: Manager of Technology Services
Direct Report: None

POSITION SUMMARY:

The Service Technician will be responsible for the installation, service, preventive maintenance and inspection of various low voltage security systems in commercial and/or healthcare environments.

POSITION DELIVERABLES AND METRICS:

Item	Goal	Notes
• Operational labor efficiency	85%	
• Installation % of quoted	95%	
• Preventive Maintenance Conversion	15% annual goal	
• Core Value, Customer Survey	CSI, Feedback 4+	
• Quarterly Goals and Objects	Per plan	

ESSENTIAL FUNCTIONS:

- Perform installation and field service repairs and scheduled maintenance procedures on security equipment which may be electronic and mechanical in nature.
- Integrating, terminating, and installing devices such as low voltage/data/signal wiring, electromagnetic door locks, access control keypads, card readers, motion sensors and CCTV.
- Must have the ability to interact directly with staff at hospitals, nursing homes, group homes, etc. while performing essential functions.
- Keep accurate project records for expenses, hours worked, inventory / equipment utilized.
- Maintain the company service/delivery vehicle in good operating condition, cleanliness and stocked with correct parts / components.
- Occasionally, based on available service and workload, the technician may perform other duties as assigned in other areas of the business such as shipping / receiving, office and technical support.
- Additional responsibilities as requested or required.

QUALIFICATIONS/EXPERIENCE/ABILITY REQUIRED:

- High school diploma/GED preferred.
- Experience with radio frequency, wandering control and Nurse Call preferred.
- Must have basic understanding of mechanical and electrical methods.
- Must have the ability to read and interpret blue prints and low voltage schematics.
- Must have a working knowledge of Windows and use of test equipment such as multimeters, digital analyzers, battery analyzers, frequency meter, decibel meters, and communicating devices.
- Must have a valid U.S. Driver's License with a clean driving record.
- Must be able to work independently and follow written and verbal instructions.
- Must be able to lift up to 50 pounds and work on a ladder for extended periods of time.
- Must be able to occasionally travel with overnight stays for multiple days or a week at a time.
- After hours and weekend availability, if needed.
- Basic proficiency in Windows, Microsoft Word, Excel, and Outlook.

JOB OFFERING

- Total compensation: \$21-25/hour DOE
- Vehicle: Van provided.
- Travel: AAA Membership provided, other approved expenses incurred reimbursed per company policy and handbook.
- Health Benefits: Per Company Program, 80 percent employer sponsored for employee.
- Vacation: Starting with 2 weeks, 3 personal days (Vacation days per company handbook)

THIS DOCUMENT PROVIDES GENERAL CONTENTS OF AND REQUIREMENTS FOR THE
PERFORMANCE OF THIS POSITION, AND IS SUBJECT TO CHANGE.

Vers 2. Date created/updated: August 2019