



Title: Service/Installation Technician

Department: Service/Install Division – Richmond, VA

Reports to: Tech Manager

Essential Job Functions:

- Perform installation and service of security systems, access control systems, CCTV systems, and various other low voltage service/installation as capable.
- Perform work in tight areas such as attics and crawl spaces.
- Design system configuration to meet customer needs while maintaining system integrity and following company installation procedures.
- Maintain thorough knowledge of existing and new security system equipment features and functions.
- Answer detailed security system questions.
- Performs extensive customer contact and communication.
- Complete all installation paperwork with customer.
- Participate in on-call rotation.
- Performs other duties as assigned.

Education Level:

High school diploma or general education diploma (GED)

Required Registrations to perform the essential functions of this position:

- Must pass Department of Criminal justice background check and drug test before beginning work.
- Must pass and maintain a Virginia Electronic Security Systems registration (must be completed within 90 days of hire).

Experience:

- Requires experience in security system installation, operation, and service.
- Requires a working knowledge of trade tools (drills, hand tools, multimeter, etc).
- Must maintain a valid driver's license.
- Requires basic math skills.

Travel requirements and frequency:

- Occasional limited overnight in-state travel

Materials and Equipment used:

- Standard Office Equipment (phone/copier/fax)
- Computer
- Ladder
- Van
- Hand tools
- Power tools