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## **ELECTRONIC SECURITY TECHNICIAN**

This is a field position for the implementation of security systems. Those applying must have minimum 3 years relevant field experience in the permanent installation of these systems in a commercial environment.

Assurance Media, LLC is a locally-owned, Women Business Enterprise that offers leading edge commercial premise security, audiovisual, and structured cabling solutions in the Mid-Atlantic. Our team of talented technicians service our customers throughout the state of Delaware, New Jersey, Pennsylvania, and Maryland. We enable our customers to improve their operational efficiency and grow by providing these inter-related services from a single vendor.

Company leadership recognizes the power of a strong team of individuals equipped with the right tools and education to succeed. The Company's president frequently says "A team with a great attitude needs only a clear direction, the right tools, and the freedom to do their job to be successful at anything." This mentality drove the company to develop internal skills development courses, offer apprenticeship opportunities, and various industry certifications.

Assurance Media, LLC has been named a 7x Delaware Top Workplace, Diversity & Inclusion 5 Year Honoree, a 2019 Superstars in Business, a 2022 Excellence in Construction Award recipient from Associated Builders and Contractors Inc., and National Safety Excellence Award 2021.

Our company believes giving back to the community is extremely important. We engage in community service, and have volunteered with several local non-profit organizations.

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### **JOB DESCRIPTION**

The Electronic Security Technician installs, services, configures and programs complex systems involving multiple special devices. Provide remote technical support to core commercial installers.

### **JOB FUNCTIONS**

- Represent the company by serving as the direct customer contact and is responsible for servicing products and equipment on assigned projects, ensuring customer satisfaction by identifying, analyzing, diagnosing and repairing equipment and systems at customer's location.
- Installs appropriate devices; dismantles and reconstructs equipment as required by scope of work.
- Ensure that systems are installed in a time efficient manner, and maximize productivity.
- Conducts service calls and pre-wires job sites.
- Interface with customers to resolve installation and service concerns and questions.
- Interface and update operations with job status and project issues.
- Train end users in the proper use of their systems.
- Adapt product/solution offerings to meet client business goals.
- Follows and/or adapt proper schematic wiring diagrams and hook-up procedures. Tests operation of system to the scope of work and customers satisfaction.
- Interpret building, electrical and architectural blueprints as required.
- May manage installation teams on larger projects.
- Properly maintain as-builds and all system documentation while systems are installed.
- Works safely and responsibly to avoid injuries, damage to property, loss of unused materials and cleans up installation debris.

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## PROFESSIONAL SKILLS

- Minimum of 3 years installation experience in one or more of the following low voltage, security and surveillance areas:
  - CCTV systems: Exacq, Milestone Systems, Axis, Bosch, Sony, Vivotek, Hikvision
  - Access Control & Security Systems: S2 Security, Honeywell, AMAG, HID, Door Locking mechanisms, AiPhone doorking, etc.
  - Intrusion Systems: Honeywell Vista, or DSC experience
  - Wireless, Paging Systems, & Master Clocks: Bogen, Valcom, Class Connection
  - Structured Fiber Optic, Copper & Coax, Cabling
- Integration, installation and programming knowledge is required.
- Extensive knowledge of low voltage technology is required.
- Working knowledge of construction, electrical and engineering drawings.
- Position requires the ability to work both independently and within a team environment by maintaining flexibility to work overtime and weeks as the business requires, including occasional overnight stays.
- Exceptional customer service and communication skills are essential.
- Strong computer skills, experience in Microsoft Office, ConnectWise, Take-Off Software, and familiar with Customer Relations Management Tools.

## QUALIFICATIONS

- Strong organizational, technical and interpersonal skills
- Possess and have the ability to operate hand and power tools
- Ability to unload ladder from company vehicle and climb ladder
- Ability to operate Company vehicle in a safe manner at all times

A professional, neat appearance is expected. A casual, outgoing personality is appreciated.

You MUST be able to pass a government CRIMINAL BACKGROUND CHECK, DRUG SCREEN, have RELIABLE TRANSPORTATION and possess a VALID DRIVER'S LICENSE.

## EDUCATION

- High school diploma or equivalent is required.
- BS/BA degree in electronics, computer science, telecommunications, a BICSI or CTS certificate, or the equivalent combination of education and/or experience is preferred.

## WORK ENVIRONMENT

While performing the duties of this highly physical position, the Electronic Security Technician is frequently required to sit; talk; hear; and use hands, arms, and fingers. Hard hats, safety glasses safety shoes, and hearing protection are often required to be worn. This position requires walking, stooping, and kneeling. It requires employees to regularly lift and or move up to 10 lbs. and frequently lifts and or move up to 50 lbs. and occasionally lift and or move more than 50 lbs. This position requires the ability to work from ladders and man lifts/bucket trucks ranging regularly from 4ft. to 12ft. and often to 40ft and occasionally higher heights.

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The above statements are to describe the general nature and level of work being performed by people assigned to this job. These statements are not intended to be a complete list of all responsibilities, duties and skills.

### **JOB TYPE**

Full-time

Monday-Friday with possible overtime

### **BENEFITS**

Assurance Media LLC., is committed to helping you reach your professional, personal and financial goals. We offer competitive compensation and a benefits package including:

Medical | Dental | Vision | 401k Fund | Training Reimbursement | Employee Referral Program | Paid Time Off (PTO) & Paid Holidays | FSA – Flexible Spending Account | HRA – Health Reimbursement Arrangement | Travel Allowance | Company Sponsored Activities | Service Awards | Recognition Awards | Optional Supplemental Benefits

### **ASSURANCE MEDIA, LLC IS AN EQUAL OPPORTUNITY EMPLOYER**

Assurance Media, LLC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, pregnancy, or any other characteristic protected by federal, state or local laws.

This policy applies to all employment practices within our organization, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, benefits, training and apprenticeship.

Assurance Media, LLC makes hiring decisions based solely on qualifications, merit, and business needs at the time.