



Service & Installation Technician

Why Join TSG?

TSG provides customized, integrated security solutions and have delivered well designed systems with highly reliable components for more than 40 years. Our staff is highly trained in designing, engineering, and installing fire, security, and access control systems—with a passion for providing the most effective, efficient, and sustainable solutions possible.

TSG has proudly created a work culture that is built upon uncompromising ethics and values, cohesive work teams, and the promotion of employee growth and development. TSG rewards diverse and creative thinking, and a willingness to own challenges as they arise. We offer a professional work environment, product and other types of training, company vehicle, a comprehensive full benefit package (health, dental, vision, life, short term disability insurance, 401(k), and paid vacation, sick, and holidays), opportunities for advancement and more.

We are currently seeking a **Service and Installation Technician** to install and maintain low voltage systems for Fire, Security, Access control, Video, and other low voltage products and systems currently supported. This could include electronic door hardware, intercom, electronic key control, radio back up, telephone, internet, and cloud connectivity.

The Things You'll Do:

- Assist other technicians with cable, conduit or other field devices to maintain, repair or replace security systems, alarm devices, or related equipment following blueprints of electrical layouts and building plans either remotely or on-site.
- Troubleshoot, diagnose and solve problems and failures.
- Mount and fasten control panels, card readers, door and window contacts, sensors, or video cameras and attached electrical, telephone and network wiring to connect components.
- Collaborate with appropriate staff from execution of customer proposals through installation and on-going maintenance, in a way that continuously generates customer satisfaction.

- Work with manufacturer's technical support personnel.
- Assist field technicians with service issues.
- Examine systems to locate problems, such as loose connections or broken insulation.
- Inspect installation sites and study work orders, building plans and installation manuals to determine material requirements and installation procedures.
- Ensure that work is in accordance with relevant codes and meets the expected needs of the customer.
- Follow the established operations procedures to ensure timely resolution or escalation of issues.
- Complete work order paperwork, expense reports and other necessary paperwork in a timely manner.
- Communicate with manager/supervisor with job status details, problems, potential issues and any other necessary information.
- As needed, provide after-hours support to clients of system environments including, but not limited to, issue resolution, application installations and server monitoring.
- Act as liaison for internal and external communications directly with departments as required.
- Interact with customers at the technical level, in a respectful manner, as required.

The Skills, Experience and Knowledge You'll Need:

- Minimum of one to three years' experience performing installation duties in commercial security or related industry.
- Technical degree in electronics or equivalent work experience is required.
- Must be safety conscious.
- Must have a technical aptitude and be computer literate.
- Experience reading blueprints.
- Strong organizational, time-management, and problem-solving skills.
- Excellent communication, customer service and interpersonal skills.
- Valid driver's license with clear driving record.
- Network and OSHA certification a plus.
- Must be able to push/pull, lift and carry up to 100 lbs.

The Legal Stuff:

Technical Systems Group, Inc. conducts business with government entities that requires a security background check with fingerprints. To be considered, all hired personnel must be able to pass this form of security clearance.