

Job Title: Security & Fire Alarm Systems Technician

Location: Rochester, NY

Department: Operations

Reports to: Operations Manager

Job Type: Full-time

Pay Range: \$26-\$36

Company Overview: Technical Systems Group Inc. specializes in providing state-of-the-art commercial security systems and solutions. With a dedicated team, we pride ourselves on delivering cutting-edge security technology and exceptional customer service.

Position Overview: We are seeking a highly skilled and dedicated Security & Fire Alarm Systems Technician to maintain, repair, and replace security systems and related equipment at both prevailing wage job sites and customer locations. The technician will be responsible for ensuring customer satisfaction through effective collaboration, technical expertise, and adherence to relevant codes and standards.

Key Responsibilities:

- 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 resolve system problems and failures.
- Mount and fasten control panels, card readers, door and window contacts, sensors, or video cameras, and connect electrical, telephone, and network wiring to components.
- Collaborate with staff to execute customer proposals through installation and ongoing maintenance, ensuring continuous customer satisfaction.
- Work with manufacturer's technical support personnel.
- Test and repair circuits and sensors, following wiring and system specifications.
- Test backup batteries, keypad programming, sirens, and other security features to ensure proper functioning, diagnose malfunctions, and ensure communication with the monitoring station.
- Inspect installation sites and study work orders, building plans, and installation manuals to determine material requirements and installation procedures.
- Ensure that work complies with relevant codes and standard practices.
- Follow established operational procedures to ensure timely resolution or escalation of issues.

- Complete work order paperwork, expense reports, and other necessary paperwork in a timely manner.
- Communicate job status details, problems, potential issues, and other necessary information with the manager/supervisor.
- Act as a liaison for internal and external communications with departments as required.
- Interact with customers at a technical level when necessary.

Autonomy and Accountability:

- Operate with broad objectives, minimal guidance, and occasional supervisor review.
- Focus on achieving objectives and updating job status.

Work Environment:

- Fieldwork servicing equipment at customer locations with potential exposure to extreme conditions, loud noise, fumes, confined spaces, moving mechanical parts, high places, and electrical shock risks.
- Some office meetings required.

Physical Demands:

- Lift, carry, push, and/or pull up to 100 lbs.
- Perform repetitive motions, climb, balance, stoop, kneel, crouch, and/or crawl.
- Require specific vision abilities for close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment.
- Safely drive a vehicle in vibration environments.

Travel:

- Rare overnight travel. Travel to client locations within Rochester, Finger Lakes, and surrounding areas during the workday.

Required Education and Experience:

- Certifications in Bosch, LenelS2, or other system software are preferred.
- OSHA 10 certification.
- Valid New York State driver's license with a good driving record.
- Minimum of 3 years' experience in the security services industry.
- Proven results in mentoring others within this field.