

Job Title: Security & Fire Alarm Systems Technician

Location: Technical Systems Group Inc.

Department: Operations

Reports to: Operations Manager

Job Type: Full-time

Pay Range: \$23-\$30

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 Systems:** Keep security and fire systems, alarm devices, and related equipment in top condition by maintaining, repairing, or replacing them according to blueprints and building plans, both on-site and remotely.
- **Efficient Troubleshooting:** Diagnose and resolve system problems and failures promptly and effectively.
- **Install Devices:** Professionally mount and secure control panels, card readers, sensors, and video cameras, connecting all necessary electrical, telephone, and network wiring.
- **Customer Collaboration:** Partner with staff to deliver excellent customer proposals and ensure continuous satisfaction through seamless installation and maintenance.
- **Technical Support Liaison:** Work with manufacturer's technical support to resolve issues and enhance system performance.
- **Test and Repair Circuits:** Follow wiring and system specifications to test and repair circuits and sensors accurately.
- **Regular Security and Fire Checks:** Consistently test backup batteries, keypad programming, sirens, and other features to ensure they function properly and communicate with monitoring stations.

- **Site Inspection and Planning:** Evaluate installation sites, review work orders, and study building plans and manuals to determine material requirements and installation procedures.
- **Ensure Code Compliance:** Guarantee all work adheres to relevant codes and standard practices.
- **Operational Efficiency:** Follow established procedures to resolve or escalate issues swiftly.
- **Timely Documentation:** Complete work order paperwork, expense reports, and other necessary documents promptly.
- **Effective Communication:** Provide managers and supervisors with clear updates on job status, problems, potential issues, and other essential information.
- **Internal and External Communication:** Act as a bridge for internal and external departments as required.
- **Technical Customer Support:** Engage with customers on technical matters, offering clear and helpful explanations when needed.

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 preferred.
- Valid New York State driver's license with a good driving record.
- Minimum of 3 years' experience in the security/fire services industry preferred.
- Proven results in mentoring others within this field.

