



Security/Alarm System Technician

Job Description

Department: Operations

Job Status: Full time

Reports to: Director of Security Services

Location: Albany, Ga

Position Summary

Invision Technologies, LLC is looking for additional Security/Alarm System Technicians to join our team. The ideal candidate exemplifies exceptional customer service while possessing the skills, knowledge, and aptitude to resolve client issues and install security/alarm systems. The Security/Alarm System Technicians are responsible for the delivery of reactive technical support, as well as emergency and scheduled onsite system installations. Qualified candidates must have the ability to communicate to clients and co-workers at both technical and non-technical levels. Ideal candidates are self-directed, innovative, organized, flexible and consistent in maintaining our high-quality of standards. The desire and drive to build and maintain customer relationships is a key function of this role. This candidate must also be able to exhibit a sense of urgency in providing exceptional quality service to clients and setting and managing expectations.

This is a full-time position based in Albany, Ga.

Responsibilities & Duties

- Install, maintain, and repair security systems, alarm devices, or related equipment
- Mount and fasten control panels, door and window contacts, sensors, or video cameras and attach electrical and telephone wiring to connect components
- Position equipment using hand tools, power tools, or heavy equipment
- Demonstrate systems for customers and explain details, such as the causes and consequences of various alarms. Explain the use of products or services
- Test and repair circuits and sensors, following wiring and system specifications
- Feed cables through access holes, roof spaces, or cavity walls to reach fixture outlets, positioning and terminating cables, wires, or strapping
- Program panel, keypad, and remote access applications for security systems
- Offer our clients a true "white-glove" support experience and exceed their expectations
- Participate in a 24x7 on-call rotation and after-hour upgrades to support our managed services clients
- Other duties as assigned

Knowledge, Skills & Personal Qualities

- Demonstrate excellence in customer service
- Ability to identify simple to complex problems and analyze them for triage or solution
- Demonstrate problem-solving strategies and practical knowledge
- Ability to diagnose and resolve issues balancing research, troubleshooting, and standard procedures
- Working knowledge of cabling, security systems, surveillance systems
- Demonstrated ability to work in a fast-paced environment
- Time management, organization, communication are vital

Required Qualifications

- High school diploma or equivalent required
- Exceptional written and verbal communication skills
- Ability and desire to learn and adapt quickly
- Exceptional customer service skills
- Attention to detail

Preferred Qualifications

- Advanced level degree or certifications desired
- Managed Service Provider experience desired
- Use of PSA/Ticketing system experience desired
- Experience running cable, terminating cable, surveillance systems desired
- Any experience with ADT, Vivint, Brinks or other home security companies a plus

Benefits

- Comprehensive health care plan including options for Dental, Vision, and ST/LT Disability
- Employer-provided life insurance at no cost to the employee
- 401k retirement plan with company matching contribution; employees may participate after completing 1 year of service
- Monthly mobile phone stipend
- Career path after 6months to outline future career growth
- Eighteen days of paid time off annually
- Competitive salary commensurate with experience

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all employees.