

## **Alarm Service Technician**

Position Summary: Experienced alarm service technician to provide repairs, maintenance, replacements and service to all company alarm systems.

**This position requires experience in the alarm industry. DO NOT apply without experience.**

Duties will include, but not limited to:

- Servicing both commercial and residential systems throughout the Inland Empire
- Fire and Burglar Alarm Systems, Access Control and CCTV systems include Aiphone, DSC, DMP, Videofied, AES, Honeywell Security and Access Control, and Silent Knight
- Complete and turn in the correct, detailed and necessary paperwork (i.e. Work orders, RFP's, & other documentation) to Service Coordinator on time
- Diagnose troubles or failures in the system and repair those problems
- Troubleshoot, programming, replace system components (i.e. keypads, panels, contacts, etc.)
- Create and maintain positive contact with customers
- Give a detailed explanation to the customer of the work performed
- If on-call, respond to emergency and after hours calls promptly and immediately provide service
- Other responsibilities and duties may be included at a future date

Requirements:

- A healthy dose of "common sense"
- Alarm industry experience is **absolutely required**
- Must have a minimum of **3+ years** experience/ knowledge of fire & security alarms and the desire to learn new things
- Knowledge of Fire Alarms, Burglar Alarms, Access Control & CCTV is required
- High school diploma or equivalent required
- Must be able and willing to work early hours and possible overtime

- Must have your own tools
- Must have the ability to lift over 40 pounds, if needed
- Preferred knowledge of Aiphone, DSC, DMP, Videofied, AES, Honeywell Security and Access Control, and Silent Knight products
- Must be a self starter & able to work on their own
- Must have excellent computer, verbal & written communication skills
- Must be punctual, proficient, polite, truthful, & willing to accept new daily challenges
- Must have a positive attitude when interacting with customers & co-workers
- Must have a professional appearance
- Must keep company vehicles clean and presentable
- Must have a valid CA drivers license, have a clean driving record, and pass a drug screen and a criminal background check.
- Must have or be able to receive an ACE card from the state and a NICET certification.

Benefits including, but not limited to:

- Company Vehicle
- Medical & Dental Insurance
- 401K