

## **Job Description**

**Position Title:** Systems Service Technician

**Department:** Systems

**Reports to:** Systems Operations Manager

**FLSA Status:** Exempt – Fulltime

**Job Summary:** The Fire Alarm Systems Service Technician will be responsible for the installation, repair, inspection, and servicing of fire alarm systems and other life safety devices.

Great Opportunity with a solid company, that has great reputation for quality products and excellent installation and service.

Exhibit effective customer service skills, by consistently communicating with the operation manager and our customers to ensure complete customer satisfaction.

### **Rated one of the Top Workplaces in 2020**

**Essential Duties and Responsibilities:** *The following list is intended to describe the general nature and level of work performed by employees in this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job. The employer reserves the right to change or assign other duties to this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

- Troubleshoot, repair, and perform tests and inspections on a variety of fire alarm and fire suppression systems
- Perform required preventative maintenance on a variety of fire alarm systems
- Work directly with customer to resolve their problems
- Complete all necessary reports to comply with NFPA reporting and record keeping recommendations
- Perform 24-hour emergency on-call duties in a rotation with many other techs, once able to work independently
- Will be required to obtain: NICET certifications, West Virginia Electrical and Ohio Fire Marshal Licenses (Company Funded)

### **Duties and Responsibilities Continued:**

- Provide information to sales department for quotation development that resolves reported
- Deficiencies paperwork compliance for timesheets, billing, rescheduling and project follow-up
- Ensure completion of all necessary reports to comply with NFPA completion documentation
- Consult with sales department on proposals
- Consult on and review engineered system designs
- Support products, installations and mechanical supervisors in coordinating RMA's
- Responsible for design review and final approval
- Maintain accurate time sheets for time allocation and costing purposes
- Must be on time and provide a full day's work
- Path for development could include Sales, Construction Manager and Systems Operations Manager

**Job Requirements:**

- High School diploma or equivalent
- Experience working with fire alarm systems
- NICET certification -- a plus, but will be required within the first year
- Proficient at trouble-shooting hardware problems, understanding blueprints and wiring schematics, using multimeters and other tooling
- Strong written and verbal communication skills
- Must be organized and detail-oriented
- Must be a team player
- Customer service experience
- Must be willing and available to work overtime when required
- Ability to adapt to change with little advance notification
- Must have a clean driving record and reliable transportation
- Ability to pass drug test

**Work Environment/Physical Requirements:**

- Work offsite at customer facilities – clean/unclean conditions, hot/cold environment
- Ability to lift 50+ pounds and maneuver 300-lb cylinders with proper tooling
- Ability to climb ladders and work from heights in a lift when needed
- Safety shoes, hard hats and other safety apparel may be required at certain sites
- Company uniforms provided
- Some overnight travel may be required

**What we offer:**

- Medical, dental, and vision benefits following 30 days of employment
- Paid PTO during your first year
- 7 paid holidays
- 401K plan with company-matched funds
- Company-logo work attired provided
- Company-paid life insurance, long term disability insurance
- Option to purchase supplemental benefits
- Referral program

**For consideration:** Please click on the link below to complete our employment application and click on **Apply Now**.

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=44778&clientkey=F15F2B6AE408FA62D65B766AFFE84A88>

Fire Fighter Sales and Service Co. is an Equal Opportunity and Affirmative Action Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to their race, color, creed, religion, ancestry, national origin, sex, sexual orientation, gender identity, age, disability, marital status, family responsibilities, pregnancy, genetic information, veteran, or military status.