

## Job Description

**Position Title:** Systems Service Technician Level II

**Department:** Systems

**Reports to:** Systems Service Manager

**FLSA Status:** Non-Exempt/Fulltime

**Job Summary:** The Systems Technician Level 2 will be responsible for assisting the lead technician in a variety of job duties when required: installation, servicing, test/inspect 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 Greater Pittsburgh Top Workplaces 2021**

**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.*

- Trouble shoot, repair, and perform tests and inspections on a variety of fire alarm and fire suppression systems
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- 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
- Provide quotations to customer that resolve reported deficiencies
- Perform 24-hour emergency on-call duties (one week per rotation)
- Will be required to obtain: NICET certifications, multi-state certifications and CDL (Class-C w/hazardous endorsement)

#### **Job Requirements:**

- High School diploma or equivalent – trade school degree is a plus
- 3-5 years of experience with electrical installation
- Electrical construction knowledge and installation ability
- Ability to work with little or no supervision pulling wire and cable
- Ability to work with little or no supervision measuring, bending, and installing conduit and electrical boxes
- Customer service and customer interface (internal and external) experience
- Possess a working knowledge of NEC codes
- Experience using hand and power tools

- Ability to read and understand blueprints
- Organizational skills – ability to plan and coordinate your work
- Must be a team player
- Crew leadership ability
- Ability to work overtime when required
- Ability to adapt to change with little advance notification
- Must have clean driving record and reliable transportation

**Work Environment/Physical Requirements:**

- Work offsite at customer facilities – clean/unclean conditions, hot/cold environment
- Ability to lift 50+ pounds
- Ability to climb ladders and work from heights in a lift
- 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-paid life insurance, long term disability insurance
- Option to purchase supplemental benefits
- Company vehicle and mobile phone
- Outstanding career advancement opportunities and Competitive salary
- Referral program

**Direct Applicants Only -No Third-Party Recruiters-**

**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=50237&clientkey=F15F2B6AE408FA62D65B766AFFE84A88>

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