

# Title: Technician Lead

Reports To: Job & Employee Manager

Position Hours/Week: 25-40

Pay Rate: Salary Negotiable

Main Objective: Manage other technicians on-site when completing service calls or installations. Provide on-site service to customers in need of technical support. Work collaboratively as a team member with the other staff members to communicate needs and problems, in order to achieve the company's goals.

1. Advanced project management
  - a. Effectively manage multiple tasks with the project simultaneously
  - b. Management of the project from concept to completion
  - c. Ability to attend meetings and effectively communicate the company's role in the project
  - d. Demonstrate they are capable of very strong communication skills that are both technical and company minded
  - e. Demonstrates adaptability when projects are delayed, changed by creating a new, most efficient use of time, labor hours and staffing resources
  - f. Document progress using current system/method desired or required (gant charting etc.)
2. Troubleshooting and Problem Solving
  - a. Very strong technical skills that allow for "Tier 3" level technical support
  - b. Ability to be sent on any service call that arises due to the level of technical knowledge and understanding of how systems operate
  - c. Ability to remotely troubleshoot and support both customers and team members
3. Systems Design and Engineering
  - a. Demonstrates a very strong understanding of how most systems can and/or should operate
  - b. Ability to correctly design systems with an infrastructure approach as well as utilizing consistency in equipment and cabling brands
  - c. Ability to effectively communicate the design internally to team members as well as externally to the customer
  - d. Ability to learn new or dedicated software that specialized equipment may need for programming and commissioning
4. Site Visit, Meetings and Quoting
  - a. Perform site visits for project inquiries from new or existing customers
  - b. Understands the importance of first impressions with any customer and how it impacts the potential project being landed for the company
  - c. Ability to effectively communicate with a customer to fully gather and understand their requests pertaining to their project
  - d. Ability to learn and effectively operate the quoting software
  - e. Ability to correctly send quotes and contracts to customers