

Title: Technician

Reports To: Job & Employee Manager, Technician Lead

Position Hours/Week: 25-40

Pay Rate: \$20-\$25/Hr

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

Basic Skills Requirements:

1. Follow directions
 - a. Written list with instructions (SOP)
 - b. Verbal communication from a technician or lead technician
2. Management of other team members for the completion of the task at hand
3. Professional customer interaction as the face of the company to the customer (soft skills)
4. Professional and clean appearance
5. Not afraid of heights (preferred not required; Many job sites and project have the requirement to be on ladders/scaffolding/scissors lifts)
6. With advance notice, have the flexibility to be out of town on overnight installs (Company paid expenses, with daily food and beverage per diem)
7. Comfortable with software such as Google Drive as well as learning new apps and simple software

Preferred Skills:

1. Eager and passionate about all things network and A/V (Including a desire to learn about new equipment and new advances in the technology industry)
2. Able to understand complicated technical details yet articulate those project details in a simple way for customers to understand.
3. Clear intercompany communication and reaching out for clarification when needed rather than wait for information to be handed to you
4. Have a high passion for quality, cleanliness of workspace (Especially when leaving a job location)

Job Requirements:

1. Project management
 - a. Troubleshooting
 - i. Document presenting issues
 - ii. Work thru/put into place a temporary solution to resolve immediate issues
 - iii. Document recommended long term solutions
 - b. Provide a professional level of customer service with communication for understanding both the needs and issues the customer is experiencing
2. Service - On site support
 - a. Project Documentation & Reporting
 - i. Reporting parts used & extras
 - ii. Manage and prioritize all tasks, update tasks list items
 - iii. Reporting customer change order requests
 - b. Manage Tech Assistants
 - i. Give appropriate tasks
 - ii. Follow up with their work - check for completion
 - iii. Train & assist as needed