



Security Systems Technician

POSITION OBJECTIVE

Security Systems Technician provides the delivery and implementation of new security technology and service requests. As Teleco is a small company we also require technical support in other areas of our company including but not limited to structured cabling, cloud and on-premise phone solutions and IT infrastructure.

REPORTING STRUCTURE

This position reports directly to the Director of Sales and IT and indirectly to the Director of Operations.

PRINCIPAL DUTIES

Install and program new alarm and security systems, to include CCTV and Access Control

Troubleshoot and resolve issues with alarms and security systems

Identify risk to customers and provide effective solutions

Conduct routine preventative maintenance on alarm systems

Implement new technology hardware, software and services to our customer base.

Provide escalation assistance to our Support Team as required.

Knowledge transfer to internal team to facilitate successful project implementations.

Proactively plan, scope, oversee, coordinate, track and run assigned projects tasks.

Provide subject matter expertise.

Maintain high positive client and user satisfaction and relationships.

Keep abreast of the development of relevant security systems, hardware, and software applications within the industry.

Conduct thorough checking and self-checking of information and documentation.

Maintain and keep documentation accurate and in good order.



QUALIFICATIONS/ REQUIREMENTS:

- Previous experience in security installation, maintenance or other related fields considered an asset
- Experience using hand and power tools.
- Experience in a customer-facing service role is a tremendous asset
- Must be comfortable with computers and able to handle various Windows-based applications
- Excellent written and verbal skills
- Ability to apply subject matter knowledge to resolve general support issues
- Acts as a team member by providing information and support to all team members
- Able to exchange accurate information with clients and fellow co-workers
- Ability to listen and communicate with both technical and non-technical personnel
- Read and comprehend technical and training manuals, as well as handouts
- Work under pressure and withstand moderate amounts of stress
- Ability to share after-hour on call responsibilities
- Must be technically inclined and have the desire to learn
- Demonstrate ability to recognize and react to situations with a sense of urgency and problem ownership
- Valid Driver's License, basic tools and vehicle required
- Criminal Record Check required
- Ability to follow and comply to TELECO's Health and Safety Policy and Procedures
- Ability to work out of town for short and long durations
- Ability to complete elevated work with extended reach.
- Ability to occasionally lift (up to 50 lbs) and carry items including up a flight of stairs.
- Ability to knee/crouch for 5-minute durations.
- Ability to distinguish between shades of color.
- Ability to climb and use safely scaffolds, lifts and ladders.



- Ability to work in confined spaces.
 - Ability to comply with Health and Safety initiatives
 - Be part of the after-hour on call rotation
 - Ability to understand the meanings of words and respond effectively.
 - Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, stress control and writing.
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