

INSTALLATION TECHNICIAN

DEPARTMENT: TECHNICAL SERVICE

Organization: This position reports to the Service Manager.

Accountability: This position starts as an entry level position within the Technical Service department and is primarily responsible for performing assigned product installation functions for the Company. Product installations may be performed at the company or on-site at the customer, and reporting may be required as follow-up. These functions should be performed in a manner consistent with company service and cost objectives, with specific attention to quality and an adherence to deadlines.

Responsibilities:

Customer product installations:

- Completion of customer product installations, with adherence to product requirements, electrical requirements, and generally accepted best practice.
- Ensuring accuracy and efficiency in the reporting on customer installations back to customers. Establish and maintain a high standard for all processes.
- Completion of all necessary records and reports in a timely fashion.

Other responsibilities (as required):

- Periodic buildings, grounds, and equipment maintenance, as directed.
- Periodic organization of tools and inventory, as directed.

Phone / E-mail:

- Ensuring accuracy and efficiency in regular communication to customers.
- Establish and maintain a high standard for all communications.

General:

- Communicate with all company personnel in accordance with job function, including management peers.
- Maintain personal discipline, self-motivated to stay productive.
- Assist with assembly, wiring and shipment of company show displays
- Perform other functions, as required by the Tech Service Supervisor.

Qualifications:

Education: High School graduate (minimum)

Experience: Technical skills experience (preferred)

Travel Requirement: 20-50% (primarily within local area)

Knowledge / Skills:

- Must be self-motivated and personally accountable
- Must be skilled in interpersonal communication.
- Must be accurate and thorough, with a great attention to detail.
- Must be skilled in working with tools and equipment.
- Must be ready and willing to learn on the job and grow in the position.
- Must be adaptable to change.