**Job Title:** Area Maintenance Technician **Date:** October 2019

**Supervisor’s Title:** Field Maintenance Supervisor **FLSA:** Exempt **Clearance:** US Customs **SCA:** N/A

**Contract:** DHS/DOD **Location:** Syracuse, NY

## RESPONSIBILITIES

Represent Sentrillion throughout a geographic region assisting customer personnel with maintaining company installed equipment. Specific duties include the following:

* Assist customer personnel with maintaining project-specified systems to include computers, data networks, digital video cameras and recorders, power supplies, fiber optic and other cabling.
* Install, update, and maintain hardware and software.
* Maintain asset accountability and maintenance records.
* Use advanced level electric theory to troubleshoot and correct complex hardware and software problems.
* Use complex diagnostic tools to calibrate or adjust electronic equipment or instruments to specifications. Adjust or modify equipment in accordance with customer request or to enhance performance.
* Demonstrate equipment and instruct customer in use of equipment; answer customer inquiries and handle customer complaints. Where needed, create ‘system’ standard operating procedures.
* Complete verbal and written status reports as required.
* Ship and receive material.
* Perform other duties as assigned.

### QUALIFICATIONS

EXPERIENCE:

* High school diploma or GED required.  Associates Degree in Information Technology or related field from an accredited institution preferred.
* Knowledge of transmission, broadcasting, switching, control, and operation of telecommunication systems.
* Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
* Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
* Knowledge of computers, data networks, digital video cameras and recorders, fiber optics, security surveillance, and basic electronics fundamentals.
* United States citizenship required

ABILITIES:

* Strong written and verbal communication skills. Ability to convey complex technical information in an easily understood manner.
* Strong interpersonal skills, able to interact at all levels of the organization and with customers.
* Strong detail-oriented skills; able to multi-task and change priorities quickly.
* A self-starter who is able to work well without direct supervision.
* Ability to obtain and maintain associated security clearances.
* Ability to work designated schedule, as well as maintain attendance and punctuality.
* Valid driver’s license; ability to meet Sentrillion Safe Driving Requirements.

PHYSICAL REQUIREMENTS:

* Able to lift a minimum of 60 lbs.
* Able to work in outdoor environment exposed to varying high or low temperatures.
* Must have sufficient physical agility to walk, climb, stand, crawl, and stretch on a continuing basis.
* Able to travel (approximately 75% of the time) to remote US locations.
* Able to work at moderately high heights, up to 40 feet above the ground using bucket trucks, scissor lifts, and ladders.

SECURITY:

* US citizenship is required based on security parameters of the government contract requirement.

***Sentrillion is an EEO Employer/ Protected Veteran / Disabled***

Document Revision History (HR Use Only):

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| --- | --- | --- | --- |
| Version | Date | Revision/Change Description | Pages Affected |
| 1.0 |  | Initial Release | All |