

Job Title: Installation Technician-III	Date: January 2015
Supervisor's Title: Installation Technician-IV (Lead)	FLSA: Non-exempt
Clearance: US Customs BI	SCA: N/A
Contract: DHS/DOD	Location: Sierra Vista, AZ

RESPONSIBILITIES

Works as part of the engineering deployment team under the guidance of engineering team members and supervision of lead installation technicians. The Installation Technician-III supports the installation, maintenance, testing, diagnosis, and repair of various computer, network, electronic security systems, surveillance, access control systems, and associated equipment. Specific duties include the following:

Computer Operation, Installation, Maintenance and Repair

- Installation of computer images and provided software
- Installation, set up and troubleshooting of all Windows 7 Operating System Configurations such as all system hardware driver software, network card configuration, computer name and Network ID
- Installation, setup and troubleshooting to resolution all computer hardware issues
- Configuration of computers to associate with a network such as IP address, Gateways, Subnets, DNS settings, Join Active Directory

Installation, Maintenance and Repair of Security System and Network Infrastructures

- Measure, cut, splice, connect, solder, and install electrical or electronic cable and wiring.
- Install, test, troubleshoot, repair, replace, or adjust electronic equipment, components, or systems to include conduit, raceways, cable trays, junction boxes, panels, enclosures, low voltage circuits, and related hardware; provide senior-level expertise to other team members as a subject matter expert in these tasks; confirm operational status and functionality of all installations.
- Read and understand work orders, instructions, schedules, formulas, processing charts, schematics, wire diagrams, blueprints, and technical drawings.
- Perform routine maintenance on equipment, including adjustment and repairs.
- Assemble, disassemble, and install video and data communication lines and hardware, computer systems, and security and surveillance systems using hand and power tools.
- Apply basic electric theory (voltage, amperes, and ohms) to install, test, troubleshoot, or replace electronic power, communication, and control systems.
- Use electronic test devices to calibrate, adjust, or modify electronic equipment to specification or to enhance performance.
- Demonstrate equipment and instruct customer personnel in the proper operation of equipment; answer customer inquiries and complaints.
- Climb poles and ladders, construct camera pole and roof mounts and/or reinforcements, and mix concrete to enable equipment installation.
- Clean and maintain tools, test equipment, and motor vehicle.
- Complete log books, expense vouchers, and verbal and written status reports as directed.
- Dig holes or trenches as required.
- Attend developmental and refresher training to improve or maintain technical skills.
- May function as a single entity or as part of deployed team; may function as lead technician in their absence.
- Conducts personal safety check and adheres to established safety standards, guidelines, and directives.
- Perform other duties as assigned.

QUALIFICATIONS

EXPERIENCE:

- High school diploma or equivalent required.
- 5 Years relevant computer or installation experience Completion of a technical school program **or** Security Technology Institute certification in security and surveillance systems **or** experience as an electrician's helper or equivalent job with institutional knowledge of basic electric theory **or** minimum of thirty-six months construction experience.
- Fundamental understanding of basic hand and power tool use.
- Documented or demonstrated experience using electronic test and troubleshooting tools such as multi-meters, oscilloscopes and network analyzers.
- Valid driver's license; able to meet company safe driving requirements.
- Must be able to secure a US Passport and/or Passport card as required

ABILITIES:

- Ability to obtain and maintain required security clearances.
- Strong interpersonal and verbal/written communication skills; able to convey complex technical information in an easily understood manner and interact at all levels of the organization and with customers.
- Ability to multi-task and change priorities quickly.
- Demonstrated skills in leadership, team building, guiding, and motivating teams.
- Advanced understanding of computer concepts, applications, and configuration; electronic and computer equipment hardware and software, and operation of telecommunications broadcasting, switching, and control.
- Ability to work designated schedule as well as maintain attendance and punctuality.
- Advanced knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models; proficient at reading and annotating computer-aided design (CAD) drawings, project schedules, and bills-of-material.
- Basic knowledge of machines and tools including their design, use, repair, and maintenance.
- Ability to travel (approximately 60-80%% of the time) to remote US locations.

SPECIAL PHYSICAL REQUIREMENTS:

- Must be able to lift a minimum of 60 lbs.
- Must be able to work in indoor and outdoor environments exposed to varying high or low temperatures.
- Must have sufficient physical agility to walk, climb, stand, crawl, and stretch on a continuing basis.
- Must be able to work at moderately high heights up to 40 feet above the ground using bucket trucks, scissor lifts, and ladders.
- Must be able to travel in airplanes to and from destinations on a regular basis
- Must be able to identify colors for cable identification and installation purposes

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