

ALLIED SECURITY

Job Description

Job Title: Senior Installation Technician
Department: Installation Department
Reports To: Branch Installation Manager
FLSA Status: Non-Exempt
Prepared By: Tony Landis
Prepared Date: 06/22/2009
Approved By: Jay Hunt
Approved Date:

SUMMARY: The Senior Installation Technician will work under the immediate supervision of the Project Manager. Provide an intermediate level of support between the field level Technician / Sub-contractor, and the Project Manager. Assist in the supervision of the installation labor force / sub-contractors as outlined by the Project Manager. Responsibilities include, but are not limited to, performing and/or assisting with installation, startup, and closeout of any jobs necessary. Assist Sales and the Project Engineers in the design of projects and other tasks as outlined by the Project Manager. Maintain an open line of communication with supervisors, field level personnel, and customers. Provide strong leadership to promote profitable revenue growth and provides skillful supervision to create departmental operational efficiencies. Assist in the development of technicians.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Take ownership of all field planning, scheduling, and coordinating to meet production schedules on installation jobs as set forth by the Project Manager.
- Assist in coordinating procurement and delivery of materials, supplies, and services for installation jobs as needed.
- Assist in the gathering and preparation of data required for monthly job billings.
- Serve as liaison between Office / Project Manager and field staff, sub-contractors, as well as customers, etc... Maintain current knowledge of Company and Company operations, policies, and procedures.
- Know and be able to perform basic project management functions during the absence of the Project Manager.
- Regularly confer (daily minimum) with Project Manager to discuss concerns, direction, and daily activity of assigned projects and technicians.
- Work closely with service department to improve quality control of installations and minimize warranty situations.
- Work closely with Project Manager on project status reports, and minimize project over-runs.
- Oversee departmental safety implementation in the field.
- Monitor installations and observe installation technician's demeanor, technical accuracy, and conformity to company policies, and provide feedback to Project Manager.
- Provide required technical support to installation technicians, including assistance during system startup, programming, and commissioning.
- Perform technical programming and startup of new systems as required.
- During times of peak labor utilization, perform small project installations in entirety.
- Prepare information and provide input to the Installation Manager for annual performance reviews for department employees.
- Assist the Installation Manager in monitoring the training needs of Installation Technicians and initiate the necessary steps to acquire that training. Regularly encourage and participate in continuous learning. Assist in maintaining records and oversee administration of State Electrical Apprenticeship Training program and Continuous training needs of journeymen.
- Recommends and/or implements corrective services to adjust customer complaints. Answers questions about service and provides technical support to technicians and customers.
- Determines work procedures, assists as needed with work schedules, and expedites workflow.
- Issues written and oral instructions when required.
- Study and standardize procedures to improve efficiency of Service & Installation Departments.

- Maintains harmony among workers and resolves grievances.
- Periodic out of town travel and after hours work may be necessary.

SUPERVISORY RESPONSIBILITIES

No Direct Supervisory Responsibilities

SKILLS/ABILITIES:

- Efficient and timely performance of administrative assignment.
- Ability to organize workload for effective implementation.
- Ability to solve practical problems and carry out responsibilities under general supervision.
- Ability to finish projects.
- Ability to write correspondence and present information in one-on-one and group situations.
- Adherence to policies, procedures, and instructions.
- Ability to interact effectively at all levels.
- Strong internal and external customer and results orientation.
- Maintain a neat, professional appearance and demeanor.
- Maintain a positive and professional working attitude.
- Ability to maintain confidentiality at all times.
- Ability to operate effectively in a fast paced and rapidly changing office environment.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be Career minded. Must demonstrate a strong customer service philosophy. Must have Computer skills with office applications. (Word and Excel) Working knowledge of Wenn/Soft and Dynamics software is a plus. Must demonstrate mechanical/electrical ability and general construction knowledge. Washington State Electrical Limited Energy (06) Journeyman License is preferred, (06) Administrators or Master License is a plus.

LEADERSHIP SKILLS Must be able to demonstrate a wide variety of leadership skills to include but not be limited to:

1. Ability to motivate Team Members
2. Maintain strong communication skills
3. Make confident decisions and demonstrate problem solving abilities
4. Must be identifiable as an achiever with Certificates of Achievement
5. Must have successful Training and Coaching Skills
6. Must be a "Team Builder"
7. Must demonstrate continuous "Self Improvement"
8. Must Lead by Example

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) or equivalent from two-year College or technical school; or two to three years related experience and/or training; or equivalent combination of education and experience. Excellent PC (word processing, spreadsheet, presentation) skills; graphics

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and/or hear. The employee frequently is required to sit, stand, walk, use hands to finger, handle or feel, and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions, extreme cold, and extreme heat. The noise level in the work environment is usually moderate.

POSITION COMMENTS

This position assignment is contingent upon a 90-day evaluation period to review performance. Compensation will be reviewed and adjusted at normal intervals subject to success and budget recommendations. This position is an hourly, non-exempt, position.

CERTIFICATION:

X	X
Employee Signature	Supervisor/Manager's Title
X	X
Printed Name _____ Date _____	Supervisor/Manager Signature _____ Date _____
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
X	
Branch Operations Manager _____ Date _____	
I approve the delegation of responsibilities outlined herein with the context of the attached organization structure.	
The above statements are intended to describe the general nature and level of work being performed by the Senior Electronics Technician for this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.	