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| **Title:** | **Service Technician** | **Date:** | Date of Posting |
| **Reports to:** | John Ruth | **FLSA Classification:** | Non-Exempt |
| **Department:** | Technical Services | **Pay Range:** | $25-$40 |

***Job Summary:***

Cunningham Security, an established company that offers customizable and unique commercial and residential security solutions, is seeking an experienced Service Technician.

Service technicians are a critical piece of Cunningham customer service. Service technicians are responsible for keeping our customers systems functioning properly. This is critical for customers to protect their homes and businesses. The job has a lot of variety and includes everything from adding devices, to troubleshooting programming to changing batteries.

Cunningham needs technicians with skillsets in both intrusion and fire. We have a variety of technologies in both lines of business so the wider your skillset the better.

As a face of the company, it is important that you have both good technical skills and good customer service skills. Politeness and a clean and neat presentation is key.

***Duties & Responsibilities:***

* Troubleshooting and identifying programming errors.
* Adding devices
* Identifying problems
* Troubleshooting and fixing wiring issues
* Changing batteries
* Troubleshooting and fixing communication issues.
* Responding to critical troubles.

***Required Skills & Abilities:***

* Previous service technician experience.
* NICET
* Excellent Communication skills
* Ability to work as part of a team.
* Maintain accurate records of all work performed, materials used.
* Communication for all problems encountered.
* Exceptional organization and workmanship level
* Excellent problem solving and troubleshooting skills.
* Must be able to pass background and driving record checks.

***Education & Experience:***

* High School or Equivalent

***Physical Requirements:***

* Must be able to lift up to 80 pounds at a time.

***Schedule:***

* Monday- Friday 8am-5pm

***Benefits:***

* Short & Long-Term Disability
* Medical/Dental
* Vision Plan
* Paid Time Off
* Retirement Plan

***An Equal Opportunity Employer***

*We do not discriminate based on race, color, religion, national origin, sex, age, disability, genetic information, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors.*

***Signatures - This job description has been approved by:***

Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hiring Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_