

Field Service Technician Job Description

National Technology Management is seeking a Full-time **Field Service Technician** at our Bingham Farms office. Our candidates are aggressive and highly motivated to work in our fast-paced environment. Our diverse clients include medical, construction, dental, non-profit, manufacturing, and retail just to name a few. As a Managed Service Provider, we provide technologies surrounding access control, video surveillance, business VoIP solutions, disaster recovery, network infrastructure, cybersecurity, cloud-based technologies, and network cabling.

The **Field Service Technician** position is responsible for the proper installation and troubleshooting of all types of cables and connections, access control, video surveillance, and most voice or data systems installed by National Technology Management. Much of our success is dependent on our technicians' skills and their willingness to accept this significant responsibility.

Desired Field Service Technician will have:

- Basic IT knowledge.
- Proven record of dependability
- Ability to multitask and continually prioritize a changing workload
- Strong organizational skills, attention to detail, and strong communication skills
- A continuous improvement mindset, always willing to learn
- Flexibility with your schedule

Duties include, but are not limited to:

- Pulling Low Voltage Cable (Cat 5, 5e, 6, 6a, Speaker Wire, HDMI, gamechanger etc.)
- Termination, testing, and troubleshooting of all low voltage cables above
- Interface with customers on each job site representing National Technology Management with respect and integrity.
- Submitting Daily Time logs and ticket updates to outline project status and work performed.
- Leave each job site clean and organized at the end of each day and spot checked at the completion of each project.
- Experience with Fiber Optic termination.
- Installing/replacing of network equipment such as Switches, Firewalls, Wireless Access Points, Access Control Devices, etc.
- Additional experience with Video Surveillance, Access Control, Wi-Fi, Phone Systems is a plus, but training will be provided to the right candidate.
- Access control - Develop wiring plans, pull appropriate wire to device locations, mount panels, install door strikes, magnetic locks, motion sensors, and door position sensors. Configure system, test system and answer customer questions regarding systems.
- Video Surveillance - Develop wiring plans, pull appropriate wire to device locations, Install DVR, install cameras, aim cameras, and test system.

Core Values

- Tenacity/Detail-oriented -- quality and precision-focused with a purpose
- Predictable/Stable -- traditional, stable, strong processes
- Happiness/People-oriented -- supportive and fairness-focused
- Family/Team-oriented -- cooperative and collaborative
- Results-oriented -- results-focused with strong performance culture

Requirements / Qualifications

- Minimum of 1 year of work experience in Structured Cabling

- Ability to reliably arrive at job sites on time.
- Must have a good attitude with the ability to work well with coworkers and customers.
- Able to lift over 50lbs.
- Capable of bending, lifting, crouching, and leaning over for long periods of time.
- Ability to work from heights such as ladders, man lifts, scissor lifts & rooftops utilizing proper fall protection.
- Be physically fit enough to carry materials & hardware, climb ladders, work on your feet for long hours at any given time.
- Ability to work varying shifts/hours in coordination with project requirements.
- Must have a valid Driver's License.
- Ability to travel to out of state locations (less than 5% required).
- Willingness to do what it takes to get the job done.

Benefits

- \$15-\$25/hr. based on experience
- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Paid Holidays and PTO
- 401(K) Retirement Plan