

Job Description

Senior Security Alarm Installer

Cultris Security Systems

About Us:

Established in 2005, Cultris Security Systems designs and implements custom security services and products, including Intrusion and Fire Detection, Access Control, A/V and Video Surveillance, for both commercial and residential customers. We strive to provide excellent customer service and to build on our long-standing customer relationships.

Job Summary:

Are you ready to expand your career as a security installer technician? Are you looking for new challenges with the backing of an established company and become a lead installer? You will use your industry experience, problem-solving skills and attention-to-detail to install and program low voltage devices and perform preventative maintenance. Job duties may include trimming out devices, troubleshooting, performing upgrades, repairs, programming and customer education on CCTV, access control, A/V and fire and intrusion systems.

Qualifications:

- At least 5 years of security installer or service technician experience
- At least 3 years of access control system experience
- Solid skills in troubleshooting, organization and multi-tasking
- Experience with Honeywell, DMP, Brivo, DSX, Hanwha and Control4 or comparable systems with applicable knowledge
- Effective customer support skills; ease in working directly with customers
- Capability to learn and use new technologies for job duties
- Burglar license or ability to obtain one (pass background check) required
- Ability to pass a drug test
- Current fire license or willingness to obtain fire license preferred

Please note that personal vehicle may be required with mileage and tolls reimbursement.

Responsibilities:

- Install intrusion, fire, A/V, CCTV and access control systems for customers, from pre-wire through system implementation
- Perform service calls in an efficient manner for customers experiencing issues with their systems
- Interact with customers in person and over the phone for scheduling and assistance with issues
- Be responsive to office team for last minute schedule changes or emergency service requests
- Troubleshoot and resolve system issues, by repairing or determining upgrade needs; communicate to customer and sales team
- Manage daily schedule in completing assigned calls and follow up appointments
- Avoid rework and call backs by testing system completely and ensuring all is in working order before completing service call
- Successfully use online service management system for scheduling and creating service tickets
- Perform preventative maintenance for customers based on frequency included in contract
- Provide customer training as needed

- Effectively manage inventory for jobs
- Work with central station to put system on test and test signals to ensure fully working system
- Other responsibilities as determined

Benefits:

- Health insurance
- Dental insurance
- Life insurance
- Paid vacation days, sick time and holidays
- Annual training opportunities
- Mileage reimbursement
- Annual performance-based bonuses

Contact us to apply: <https://cultrissecurity.com/work-with-us/>



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