



## **Job Description**

### **Experienced Security Service Technician**

### **Cultris Security Systems**

#### **Job Summary:**

We are seeking an experienced Security Service Technician with excellent troubleshooting and programming skills for intrusion alarm, access control and CCTV systems. Fire alarm experience is a plus. Please note that the job is a hybrid of both service and installation. The ideal candidate will have strong customer service and problem-solving skills and be comfortable working in an environment where the tasks and challenges change from day to day.

#### **Qualifications:**

- Strong problem-solving skills
- Customer-oriented mindset
- Excellent verbal and written communication skills
- At least 3 years of security service/troubleshooting experience
- At least 3 years of intrusion alarm and CCTV installation/service experience (DSC, Honeywell, Hanwha, Eagle Eye preferred)
- At least 4 years access control system experience (DSX, Brivo preferred)
- Knowledge of fire alarm systems is a plus. Fire alarm license (or willingness to obtain it) preferred
- Must be able to pass a drug test and to secure burglar alarm registration (includes background check)

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

#### **Responsibilities:**

- Troubleshoot issues with alarm systems, access control, CCTV
- Quickly identify system issues and offer a solution
- Communicate effectively with customers about scheduling, identified issues and next steps
- Utilize service management software to document all findings
- Communicate needed parts and follow up calls with service management team to promote efficient resolution of customer issues
- Access tech support and other resources to ensure a full understanding of the issue and to resolve
- As needed, work with installers on new projects, pulling cable, installing devices and programming
- 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 at [careers@cultrissecurity.com](mailto:careers@cultrissecurity.com) or online at <https://cultrissecurity.com/work-with-us/>

**About Us:**

Established in 2005, Cultris Security Systems designs and implements custom security solutions, including Intrusion systems, Fire systems, Access Control systems, 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.

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