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Mesa Alarm System is looking for highly qualified Service Technicians to join our team. Mesa is a local security and fire integrator servicing Houston and the surrounding communities.

SERVICE TECHNICIAN

Job Description

Job Purpose:

Provide ongoing repair and replacement of customers security, fire, access control, and camera system components.

Duties:

- * Serves existing accounts by analyzing work orders; planning daily travel schedule; investigating customer service requests; conducting tests and troubleshooting techniques; resolving problems.
- * Review of existing customer system requirements; recommend necessary equipment to meet customer needs; ordering and gathering components and parts; completing installation; performing acceptance tests.
- * Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- * Keeps personal equipment operating and serviceable by following operating instructions; troubleshooting failures; maintaining supplies; performing preventive maintenance; calling for repairs.
- * Documents service and installation actions by completing forms, reports, logs, and records.
- * Maintains customer confidence by keeping all customer related information confidential.
- * Updates job knowledge by participating in educational opportunities; continue ongoing training in-house and training provided by vendors; reading professional publications.
- * Accomplishes operations and organization mission requirements.

Skills/Qualifications:

Effective Communication Skills , Excellent Electronics Troubleshooting Skills, Ability To Use Multimeter and Be Able To Analyze Results, Analytical Thinking , Good Judgment, Ability To Build Strong Client Relationships, Equipment Maintenance, Reporting Skills, Confidentiality, Quality Focus, Team Player, Results Driven, Must Be Comfortable On Ladders From 6' To 22' Tall, Must Be Comfortable Operating A Scissor Lift At Height, Able To Carry Wiring And Supplies Up To 60 Lbs.
