



CAREER OPPORTUNITY

Job Title: LV Field Technician
Department: Field Service
Reports To: Senior Field Services Manager
FLSA Status: Non-Exempt

Position Summary: LV Field Technicians will be responsible for installation of security systems and service, structured cabling systems, and audio/visual systems; including running wire, installing devices, programming and testing. The goal of their role is to provide:

- Prepare for installation by reviewing the installation orders, ensuring supplies are accurate and verifying that all equipment is functioning properly.
- Maintain customer rapport by resolving issues and answering concerns and maintain a safe and secure work environment.
- Installation of data and security devices such as wireless receivers, door strikes, and cameras.

Why Work at iSpace Environments?

We're an inclusive and dynamic group of Professionals with Personality. Our set of six Core Values keep us on track to help our clients and partners achieve the best in work and learning environments. iSpace Environments is an agile company, born on the philosophy that people will carve their own path and it's our job to support them. Below are the six core values that our team embodies:

1. **EXCELLENCE:** We challenge our ideas so that the result is thoughtful & extraordinary.
2. **INTEGRITY:** Dependability, empathy, and honesty define our relationships both internally and externally
3. **EXPERTISE:** We continue to refine our skills to always be relevant & resourceful
4. **CREATIVITY:** We commit to being imaginative, inventive and authentic in solutions
5. **WORK ETHIC:** We recognize that one choice impacts another in projects & within our environment
6. **FUN:** We value a culture that is positive, fresh and collaborative

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform technical installation and maintenance in support of large office telecom systems.
- Installation, termination, and testing of Cat5e, Cat6, and fiber optic cables and connectors.
- Interacting with clients in the field to ensure the scope of work is being executed properly, setting expectations about possible delays and engaging in end user training.
- Work safely at required heights, utilizing ladders and lifts.
- Programming of card access and recording devices.

You're Pretty Great at These Things: To perform the job successfully, an individual should

demonstrate the following.

COMMUNICATIONS – Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

CONTINUOUS LEARNING – Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Shares expertise with others. Strives to continuously build knowledge and skills.

CUSTOMER SERVICE – Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

PLANNING & ORGANIZATION – Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

TEAMWORK – Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

USE OF TECHNOLOGY – Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

You've Got the Creds: (Requirements)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE:

- Understanding of specialty systems (access control, CCTV, security cameras, mag locks, strikes)
- Experience installing voice and data systems in a commercial environment.

COMPUTER SKILLS:

- Working knowledge and proficiency with Microsoft Office Suite

OTHER SKILLS:

- Strong technical aptitude or background working with electronics and communications technology.
- Ability to clearly communicate with customers and technical personnel alike.
- Excellent attention to detail and ability to maintain focus on the project at hand.
- An ability to effectively triage, prioritize, and juggle multiple incidents simultaneously.
- Ability to follow through extended services incidents from open to completion.
- Ability work independently, managing time and prioritizing tasks, yet also able to work in a team atmosphere.
- Excellent problem-solving skills and willingness to take initiative.



Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

Equal Employment Opportunity Employer

iSpace is an equal opportunity, affirmative action, and veteran-friendly employer. iSpace recognizes that a diverse workforce is essential and strongly encourages qualified women, minorities, individuals with disabilities, and veterans to apply. We will make reasonable accommodations to all qualified applicants with disabilities.

Benefits:

1. Medical Benefits
2. Dental & vision insurance
3. 401K with a 50% employer match on the first 6%
4. Section 125 plan
5. 15 days of Paid Time Off effective 90 days after employment
6. 8 paid holidays

Please direct inquiries and submit resume at careers@ispaceenvironments.com