

JOB DESCRIPTION

Job Title:	Lead LV Technician
Department:	Field Services
Reports To:	Field Services Manager
FLSA Status:	Non-exempt

Position Summary: The Lead Technician is responsible for the successful installation of low voltage and structured cabling projects for iSpace customers, providing technical support and troubleshooting. Work will be completed primarily at the customer site and will be at the direction of iSpace Project Managers. The Lead Technician will work independently, direct a team or in conjunction with a Field Engineer to complete each project. This position requires a high level of proficiency in the general low voltage, structured cabling and network operations field. As a Lead LV Technician, you will be working with engineers, project managers, sales and internal staff to install professional low voltage systems designed to exceed customer expectations.

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.

1. Lead Technician Specific Responsibilities:

- Lead and execute installation plans of projects as assigned by Project Management, which may include: wire pulling, terminations, rack assembly, fiber terminations, wire management, and equipment mounting.
- Provide work direction to project installation team.
- Test systems upon completion to ensure systems function properly. Diagnose, troubleshoot, and correct technical issues on site.
- Assist in the proper training of other technicians.
- Test, train and instruct customers and fellow internal team members on the proper use of equipment and systems.
- Read and interpret wiring diagrams, schematics, and blueprints for solutions being built.
- Investigate and resolve open issues with vendor support teams.
- Obtain technical certifications as directed by management to further develop your career.
- Work with Help Desk to resolve escalated service calls may be required.
- Help to ensure all projects are done within the scope of work that is defined, installed within the predefined budget and customer deadline.
- Provide daily, written updates to Project Management.
- Help to ensure all projects are completed and approved by the client with signed "sign off sheets" when appropriate.
- Document and submit final programs and as-build (if needed) for installed solution.
- Document and fill out weekly timecards and expense reports.
- Travel outside the Twin Cities Metro area may be required to install customer solutions. Our primary geographic areas of concentration for sales opportunities are based in a 100-mile radius of the Minneapolis/St Paul; however, regional and national projects may arise and require travel to these areas.
- Maintain control over inventory in iSpace and technician's possession and ensure proper accounting.

2. **Serve as a Steward of iSpace Core Values and Brand**

- Excellence: Be the Best. Commit to the Customer Experience. Attention to Details.
- Integrity: Be Genuine. Dependable. Empathetic.
- Expertise: Be an Authority. Knowledgeable. Confident.
- Creativity: Be Visionary. Inventive. Authentic.
- Work Ethic: Be Tenacious. Execute. Teamwork.
- Fun: Be Positive. Fresh. Collaborate.

3. **Other duties as needed to meet business needs.**

Competencies: To perform the job successfully, an individual should demonstrate the following.

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.

Managing People – Develops subordinates' skills and encourages growth. Includes subordinates in planning. Makes oneself available to subordinates. Provides direction and gains compliance. Provides regular performance feedback. Takes responsibility for subordinates' activities.

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.

Project Management - Communicates changes and progress. Completes projects on time and budget. Coordinates projects. Develops project plans. Manages project team activities.

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.

Qualifications: 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.

Lead Technician Requirements:

- Provide training and mentorship to Level 1 and Level 2 Technicians
- Communicates work direction
- Task specifics
- Completes jobs on-time by delegating
- Takes personal ownership of installations and quality of work for self and assigned crews
- Efficient with advanced trouble-shooting
- Review schematics and identify potential design flaws prior to installation
- Completed PLT Certification
- Minimum 5+ years of Low Voltage/ Structured Cabling specific field installation experience
- Conducts advanced customer training



Education/Experience:

Associates Degree from two-year College or technical school plus 5+ years of low voltage installations required or equivalent combination of education and experience. Low voltage license (PLT) is required.

Computer Skills:

Working knowledge and proficiency with Microsoft Office Suite, including proficiency with M.S. Word and PowerPoint.

Other Skills:

- Skilled at providing work direction and delegation to install technicians
- Ability to communicate effectively with coworkers and clients at various levels
- Flexible, adaptable and open to others' ideas
- Strong critical thinking/problem solving skills
- Resulted-orientated
- Strong sense of personal accountability
- Ability to command a field crew from onset to completion of an integrated solution.
- Strong written and verbal communication and customer service skills.
- Strong troubleshooting and decision-making skills.
- Ability to conduct a thorough site visit.
- Ability to document a high level of detail as it pertains to each project in a fast pace and changing environment.
- Willingness and ability to work beyond 40 hours per week during peak periods to ensure client needs are met.
- Ability and willingness to travel as well as work evenings or weekends is required.

Certificates and Licenses:

Minnesota Power Limited Technician (PLT) required.

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.

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. The noise level is usually moderate.

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 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus.