

JOB DESCRIPTION

Job Title	Security Technician
Reports to	Operations Manager
Date prepared/Revised	January 2017
Job Status/Hours of work	Full-time, permanent – 8.00am – 4.30pm

Our Mission

Nelson Alarms is the leading security installation company in the Nelson region. We are a locally owned and operated business. Quality, reliability and total customer satisfaction are the cornerstones of what we stand for.

Key Responsibilities and Accountabilities

Key Result Areas

Key Accountabilities

Technical

- Carry out all duties associated with the design, installation and maintenance of:
Security Systems, CCTV, Fire Protection, Alarm Monitoring, Electrical Systems and any other duties as reasonably required by the employer.
- Maintain a high level of workmanship
- Take particular care with installations, programming, testing and commissioning of systems to provide reliable systems and prevent call backs
- Keep up to date with technical changes in the industry
- Maintain a good level of product knowledge

Sales

- Promote the business in a good light, promoting and enhancing the reputation.
- Promoting all aspects of the business, including:
- Promoting servicing of all systems we maintain,
- Promoting Nelson Alarms Monitoring service,
- Recognising and taking opportunities to promote sales and installations,
- Assisting to follow up quotes and sales leads
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General

Administration Duties

- Connect job details to be completed on the job, regardless of job status.
- Quote jobs to be completed on the job and handed in and / or submitted via tablet.
- Schedule to be completed on the job and up to date at the end of each day.
- Manage individual stock levels.

Terms and Conditions
of Service

- In addition to the duties listed, the job holder will be required to undertake other duties as reasonably requested from time to time.

Experience / Skills Required

Essential skills and experience

- Hold a relevant qualification e.g Electronic Security Level 3
- Maintain a clean criminal record
- A clean, current, driving license
- Ability to work autonomously and on own initiative
- Positive, assertive and 'can do' approach
- Strong planning and organisational skills
- Strong multi-tasking skills with the ability to prioritise and work calmly under pressure to tight deadlines
- Proven track record of success in a busy environment with changing and competing priorities; flexible and adaptable in approach
- A confident decision maker
- Customer focused with excellent communication skills
- Ability to relate well to people at all levels both internally and externally (suppliers and customers), and to work effectively as a team member
- Commitment to excellence in the delivery of work, along with strong attention to detail
- Strong technical ability and proficiency
- Strong written and verbal comprehension and a good level of numerical ability
- Knowledge, and experience, of modern office management practices, procedures, systems and equipment

Desirable skills and experience

- Good administrative skills
- Good knowledge of basic security systems i.e DSC, Bosch, Paradox etc

Working Relationships

Internal

- Managing Director
- Operations Manager
- Accounts Manager
- Technicians
- Employees

External

- Customers
- Suppliers
- Security agencies
- Associated companies