

**FIELD SERVICE TECHNICIAN – LIGHTING & SOUND**

<b>EDUCATION:</b>	High School or GED (minimum)
<b>CAREER LEVEL:</b>	Basic electrical and A/V experienced preferred; Apprenticeship program available
<b>EMPLOYMENT TYPE:</b>	Hourly
<b>COMPENSATION:</b>	Hourly + overtime; potential for full health, basic dental, retirement, company vehicle, phone, vacation. Ongoing manufacturer training & certification provided.
<b>TRAVEL REQUIRED:</b>	Extensive – average of 3 times/week throughout the Midwest via service vehicle; with potential for air travel
<b>JOB DESCRIPTION:</b>	Technician to provide service, repair, maintenance, sales, installation and rental needs for customers. Most work is with commercial lighting systems.
<b>ESSENTIAL DUTIES:</b>	<p>Provides monthly interior and exterior lighting maintenance for multiple customer locations; establishes working relationship with core customers.</p> <p>Completes reactive and preventative lighting maintenance work orders for routine repairs and installation.</p> <p>Responsible for an established and repetitive route.</p> <p>Works on-call as part of regular rotation.</p> <p>Develops detailed quotes to customers; provides additional information and quotes to service manager(s) for additional work as needed.</p> <p>Works with internal communication &amp; computer systems as needed (sales; technical; contact database; phone; online calendar; text and email; shipping)</p> <p>May work on any of the following: rentals, installations, system commissioning; renovations; board-level repair; shipping &amp; receiving.</p> <p>Responds in a professional, polite, and helpful manner when dealing with customers.</p> <p>Learns, understands and complies with fire, safety, and other emergency practices; supports a safe work environment.</p> <p>Performs other duties as assigned.</p> <p>Job duties may be modified at any time.</p>

**REQUIREMENTS:**

Comprehends basic principles of AC/DC electricity, basic electronics, and computer operations as they pertain to lighting and sound systems.

Excellent customer service skills.

Possesses strong troubleshooting skills

Working knowledge of Microsoft Office (Word, Excel)

Professional appearance and demeanor.

Is on-time: no exceptions.

Valid Driver's License with an insurable good driving record, REQUIRED.

Must be able to pass background checks for work at secure facilities.

Able to communicate effectively in English, in both written and oral forms. Additional languages welcome.

Works varied shifts, including nights, weekends and holidays.

Is able to keep accurate and detailed records of activities performed.

Is able to be proactive and bring forth ideas; shows attention to detail; quality and quantity of work are critical.

Must be well organized, hard worker, have a great attitude and be a team player.

Must be self-directed.

Is able to understand and carry out instructions quickly.

**PHYSICAL REQUIREMENTS:**

Frequent lifting of objects, up to 75 lbs.

Work in high-voltage situations.

Sitting, driving, stepping-up, into and out-of service vehicles.

Extensive walking, twisting, bending, kneeling, squatting, climbing and stretching.

Frequent work performed at high-elevations: ladders, lifts, scaffolding, etc.

Occasional work in loud or high sound frequency situations where ear protection may be required.