# **NSCA**

# **Sample Position Description**

# **Title:** Electronic Systems Technician Level I

**Reports to:** Coordinator

**Class:** Full-Time

**Type:** Salary

**Revised:** 9/15/20XX

# **Primary Role:**

Responsible for providing assembly, installation, and service/repair support to customers.

**Responsibilities:**

1. Perform assembly, installation and repair of equipment, materials and systems as directed, specified and required in the work orders and project documentation
2. Responsible for reading and understanding assigned project documentation and work orders, and determine if additional information is required
3. Schedule assigned projects with the customers and arrange for material delivery, tools and equipment needed. Advise Coordinator of requests for shop labor, equipment, engineering and sales assistance
4. Attend regular job meetings when required
5. Inform Coordinator of any problems and concerns with assigned projects
6. Maintain updated as-built drawings and documentation for assigned projects
7. Ensure customer sign-off on completed projects and that Operation and Maintenance Manuals are delivered
8. Responsible for reporting daily time and activity to the Coordinator and updating project database information
9. Responsible for the first 90 days of Warranty Service
10. Promote new products and service contracts
11. Maintain a professional image and build good customer relationships
12. Provide product and system education and in-service training for co-workers, customers and end users
13. Actively participate in personal and professional development and maintain knowledge of current and new technologies that the company offers
14. Comply with company policies, as well as health and safety issues
15. Promotes a team environment
16. Other duties as required or assigned

### **Accountability:**

# The Electronic Systems Technician Level I will be accountable to the Coordinator. Secondary accountability will be to the other management team members, employees and customers of the company.

# **Qualifications:**

The Electronic Systems Technician shall possess a two-year electronics degree or equivalent combination of education and related field experience. Must possess an understanding of electronic systems, such as professional sound, healthcare communication systems, education and security. Maintain a fundamental knowledge of intercom, access control, MATV, CCTV, audiovisual presentation systems, nurse call, control and integration. Must possess excellent verbal and written communication skills, as well as interpersonal skills. Have strong organizational skills and ability to manage multiple tasks simultaneously. Must be able to read and comprehend engineering drawings and specification sheets. Must be proficient in Microsoft Word, Excel, Outlook, and DOS. Possess a strong sense of urgency.

## Travel:

Some out of town travel required.

**Additional Skills and Abilities:**

1. Excellent written and verbal communication skills.
2. Must be responsible, self-motivated, self-starter, personable and well-organized.
3. Superior customer service skills to deal with both internal and external customers.
4. Ability to manage multiple tasks simultaneously.
5. Strong interpersonal skills; ability to work with diverse groups.
6. Proficiency in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint and Outlook.
7. Ability to demonstrate planning, organizing and implementing skills which allow the successful completion of a project by a specific due date.
8. Must be able to effectively handle stressful situations.
9. Must be able to read and effectively interpret general business documentation.
10. Valid and current drivers license.

**Physical, Mental and Environmental Requirements:**

1. Employee is required to stand, walk, climb, sit and use hands and fingers.
2. Some light lifting of objects is required.
3. Reaching, grasping and carrying activities also required.
4. The noise level in the work environment is usually moderate.
5. Although most work is performed inside, occasional outside activities are subject to seasonal temperature fluctuations.

All requirements may be modified to reasonably accommodate individuals with disabilities.

This job description does not list all the duties of the job. You may be asked by supervisors or management to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement.