Alarm Service Technician – Job Description

You will work as part of a team to deliver top quality professional customer service through a results driven work ethic. You will be responsible for installing, maintaining and inspecting fire alarm monitoring and security systems.

Responsibilities

- Site evaluation, preparation and installation of fire alarm monitoring hardware and software
- Assess of sites for installation
- Installation of wiring and conduit according to recognized installation guidelines
- fire alarm panel configuration (various vendors)
- fire alarm panel installation
- system testing
- assisting with site commissioning
- Hardware maintenance
- Troubleshooting and resolving hardware problems
- Ordering and/or returning parts for repair
- Configuring various vendor panels, testing and maintenance
- Assisting with regular maintenance procedures and housekeeping duties
- Site inspections
- Assisting customers in resolving issues
- Making recommendations to enhance existing systems where appropriate
- Assisting sales team when required
- assisting with site evaluations for estimate purposes
- Making recommendations to customers where appropriate to improve service
- Notifying sales where an upgrade or new sale is warranted
- Notifying sales where appropriate of a customer related issue
- Giving customers a high level of customer service

Typical Activities Include:

- Installation and configuration of client hardware including resolving client connectivity issues
- Installing cabling according to industry standard practices and procedures
- Interacting with clients to address operational concerns
- Assisting supervisor and/or other team members with preparation of reports and documentation as required
- Providing technical support when required
- Preparing weekly status reports for management
- Attending meetings when required
- Researching new hardware and software developments
- Keeping current with new industry developments
- Attending trade shows and user conferences as required
- Position Requirements:
- Minimum: High School diploma, post secondary diploma preferred.
- Must possess the following;
- Be comfortable working with and troubleshooting hardware down to the component level
- Have proven industry experience
- Be enrolled in or have CFAA and ATC1/ATC2 certification
- Be highly organized, motivated and focused
- Be capable of working independently
- Be able to work well in a team
- Be able to communicate fluently in English (written and oral)
- Must have a valid drivers license and a clean driving record
- Must undergo a security check

Definite Assets:

Previous telco experience

Bulldog Fire and Security is an equal opportunity employer which values diversity in the workplace. If requested, we can provide accommodation for a disability in our recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act.

Contact Us

To submit your resume please email info@bulldogsecurity.ca or call 1 866 670 1590.