



Position Description

Job Title: Low Voltage Technology Installer/Technician

Position/FLSA Status: Full-time/Non-exempt
Department: Installation
Reports to: Service Technician/Sales Supervisor
Location: 17330 State Highway 371 Brainerd MN 56401
Date Issued: November 2022
Date Revised: August 2025

Summary: This position is responsible for installation and service of systems in residential and/or commercial businesses as well as verifying system performance. The applicant must possess outstanding skills to maintain accurate records, be computer literate, maintain confidentiality, be customer friendly, and the ability to stay up-to-date with technology.

Responsibilities:

- Performs service/installation of alarm systems, CCTV systems, access control, home automation and various security related systems
- Setup and program card access and IP security camera networks
- Evaluates, diagnoses, troubleshoots systems and perform repairs as necessary
- Performs upgrades and additions to systems
- Performs computer program entry as required to add CCTV cameras, access control devices, and alarm systems
- Coordinates with office staff, sales department and other personnel to complete work orders and projects
- Prepares documentation in a variety of written and electronic formats (i.e. daily paperwork, time and materials, inventory etc.)
- Evaluates, diagnoses, troubleshoots systems and perform repairs as necessary
- Requests equipment and supplies for the purpose of maintaining inventory and ensuring availability of required items
- Responds to emergency situations during or after hours when on call
- Attends meetings, workshops, training, and seminars for the purpose of gathering information required to perform job functions
- Maintains assigned vehicle, tools and equipment for the purpose of ensuring availability in the workplace
- Effectively communicate with customers over the phone to answer technical questions and schedule service calls as necessary
- Service/installation of alarm systems, access control, home automation and various security related systems
- Process, complete, and send sales paperwork as necessary
- Update files, forms, and lists when necessary
- Maintain parts and inventory as well as issue parts for installs/service jobs. (Conrad and Eric)
- Other duties as assigned

Knowledge, Skills, and Abilities

- Intermediate knowledge of computer, networks, and information technology related systems
- Intermediate knowledge of wiring
- Communication skills to speak clearly, listen and get clarification, responds well to questions and participates in meetings
- Mechanical aptitude
- Ability to read blueprints
- Negotiation skills to deal with prices, scheduling deadlines, and mistakes with customers
- Time management skills to organize projects and meet deadlines

Education/Experience Requirements

- Requires high school diploma
- Experience in installing, servicing and maintaining alarm systems is preferred

Basic Requirements

- Hold a valid driver's license in the state of Minnesota
- Occasionally be able to work evenings or weekends
- Deal with stresses related to upset customers

Physical Requirements

- Performs tasks requiring bending, stooping, kneeling, standing, and walking significant distances
- Work from ladders and scaffolding
- Withstand working within extreme temperature ranges
- Withstand working in a wide variety of environments such as crawl spaces or attics
- Ability to safely use hand and power tools