

### **Overview**

Candidate should possess general knowledge of building automation systems, HVAC controls, electrical concepts, and facility operations. Although not required, an engineering and programming background is preferred. The candidate should have strong organizational skills with the ability to successfully manage time and financial constraints. The ability to work independently and prioritize work load is crucial. In addition, the candidate should be an analytical thinker with the ability to work through potential project barriers. Proficient computer skills and experience with automated design and programming tools are essential. In addition, the candidate should have excellent interpersonal, verbal and written communication skills that carry over to customer facing situations such as explaining problems at hand and owner training.

### **Job Detail**

- Perform preventative maintenance and diagnostic procedures on building automation systems and components according to the Service Agreement contract and Technical Support Plan (TSP). Test and verify system readings and end devices to ensure that the system is functioning at an optimal level. Retrieve system database and other pertinent site information to be archived on a server located at our corporate headquarters and kept readily available should the customer's system require reinstallation.
- Remotely monitor building automation systems via Web connection and/or conventional phone line modem. Modify runtime schedules, temperature settings and program logic upon request. Address any system trouble that does not require onsite attention.
- Perform onsite repair, replacement, adjustment and/or calibration of automated building systems and components. Check indicated points of trouble then analyze full requirements of the system involved and test accordingly. Diagnose the problem then determine corrective action and make decisions regarding the proper remedy.
- Coordinate with the Service Manager prior to any purchase of replacement components, rewriting of software, reconfiguring design parameters or deviation from the original scope of work. If improper operation is due to another system or component, discuss problem with the customer and advise the best recommended course of action. If necessary, work closely with third-party vendors to schedule any services needed to achieve a prompt resolution.
- Identify additional chargeable opportunities including time and material work, system upgrades and service contract expansion.
- Assist in commissioning systems, both new construction and retrofit alike. Duties involved but not limited to loading software programs, installing hardware and implementing modifications of both as needed.
- Coordinate field installation with electrical, plumbing and mechanical contractors as required.
- Conduct training and development classes for customers while onsite. Deliver technical support, coaching and direction to end users and field labor when applicable.
- Submit work orders and reports via web-based application covering all aspects of the aforementioned assignments and activities in a timely manner. Maintain accurate time records to be used for accounting purposes, historical intercompany data and customer confirmation of services rendered.

### **Other Requirements**

- Valid social security number.
- Valid driver's license and clean driving record.
- Pass initial employment criminal background checks.
- Pass initial employment as well as random selection drug testing.
- Physical ability for sustained vehicle travel to a wide range of jobsites spanning the entire state of SC.
- Moderate to exceptional computer skills.
- Lift up to 50 pounds - Push, pull and maneuver heavier items with additional manpower and/or appropriate devices as required.
- Ability to carry and climb ladders of which generally range in size from a 6 ft. step to a 24 ft. extension.
- Work from scaffolding and mechanized lifts.
- Work within a confined space.
- Observe all procedures and safety rules as defined in the company manual.
- Maintain a well groomed, neat and professional appearance.
- Work diligently as a part of our Service team to ensure customer satisfaction and sustained company growth.

### **Education**

- High School Diploma (Required), 2-year Technical Degree (Preferred), BS in Engineering or other Technical Field (Plus)

### **Experience**

- 3 or more years with HVAC Controls and/or Electrical Controls. (Preferred)