

FPS

Job Description

Job Title:	Step:	FBS Code:
Field Service Technician - Fire		
FLSA Status:	FLSA Type:	Mgt Responsibilities:
Nonexempt	Administrative	N
Functional Area:	Department:	Freedom to Act:
Operations	Const	General Direction
		Last Change Date:

Compensation Guidelines

Salary Grade:	Bonus Eligible:	Commission Eligible:	Car Eligible:

Job Summary (maximum of four sentences)

Provides technical support for end users of Fire Suppression Systems.

Job Qualifications (minimum requirements)

Educational Requirements:	High school diploma or a General Educational Development diploma (GED).
Experience Requirements:	Two years of technical training.
Other Requirements:	Solid verbal communication skills needed to accurately describe problems and communicate with customers. Preferred: Associates degree in a related technical field or equivalent combination of education and experience. Knowledge of Microsoft Office Suite.

Working Conditions / Physical Requirements

#	Essential	Primary Responsibilities
1	Y	Performs routine technical inspections and diagnoses system problems. Coordinates with the customer and/or engineering department to help resolve problems as quickly and as cost effectively as possible.
2	Y	Performs preventative maintenance and repairs on a variety of fire suppression systems (such as Halon, CO2, Inergen, FM-200, etc.), fire alarm systems, early warning air sampling systems (such as Vesda and IFD), water leak detection systems (such as Permalert, Liebert and Trace Tek), hydrogen gas detection systems, and wet/dry pre-action sprinkler systems, foam systems and dialer communication systems.
3	Y	Delivers and picks up fire suppression tanks, and rebuild and recharge FM-200 and Halon 1301 tanks at the office or remotely.
4	Y	Relocates devices and tanks due to remodel and construction jobs.
5	Y	Programs and modifies programs on Fire Alarm and Fire Suppression Control Panels.
6	Y	Performs final testing with Fire Department to finalize a job.
7	Y	Assists with new installs, pre-testing, and functional testing of new Fire Alarm and Fire Suppression systems.
8	Y	Provides leads for service or new construction whenever possible.
9	Y	Assists with As-Built updates whenever possible
10	Y	Covers a 24-hour a day 7 day on call week that is rotated among all service technicians.
11	Y	Maintains a professional attitude and relationship with customers.
12	Y	Fills out expense reports and truck reports.
13	Y	Keeps assigned company vehicle clean and updates Service Staff about any problems with vehicles as soon as they are noticed.
14	Y	Provides complete Inspection Reports for each piece of equipment serviced, including the condition of equipment and any recommendations for repairs required.
15	Y	Maintains the confidentiality of all information processed.
16	Y	Facilities Protection System (FPS), Project Manager is responsible for executing project scope of work, within budget and on schedule. Maintain customer contact. Responsible for all aspects of multiple projects. The ideal candidate is a detailed, analytical problem-solver who is motivated, hardworking and has a high aptitude for critical thinking tasks.
17	Y	Attend a project "kick off" meeting with project salesperson, engineering and the sub-contract acquisition person or the Installation Manager.