



Job Description

Title: Automation Service Technician
Reports to: Automation Manager
Department: Automation

Group: Engineer
Status: Non-Exempt
Pay Grade: Hourly

Purpose: Provide technical service and support for automation systems and equipment.

Representative Responsibilities:

- Commissions TSC Automation systems and equipment at customer sites.
 - Evaluates and installs equipment at customers' venue, as designed by TSC, to ensure the correct equipment is installed and is working as designed and specified.
 - Assist with termination of all wiring
 - Assist with the setting of limit switches
 - Assist in Calibration of the automation system
- Repairs equipment as required
 - Automation equipment
 - Lighting equipment
 - Maintenance and repair of in house manufacturing equipment.
 - Insures timely delivery as required
- Serves as a automation product expert to assist all departments
 - Performs effective end-user and technician training.
 - Serves as a product expert within automation department and provides assistance for customer phone calls.
- Provides 24-hour customer support
 - By means of a company supplied cell phone and laptop.
 - Exceeds customer expectations for service and responsiveness.
 - Ensures repairs are made within the time frame agreed upon by TSC and its customers.
 - Informs TSC and its customers of progress, in a timely manner.
 - Completes follow-up documentation and assists with as built drawings
- Trains internal personnel, external technicians and customers on the proper use of TSC products.
 - The technician will stay current on all of TSC automation equipment, including installation and repair procedures.
- Performs hardware and software upgrades.
 - Performs specified upgrade to meet customer requirements.
 - Completes follow-up documentation
- Employee Travel
 - This position is a field position requiring up to 65% of work occurring outside of a TSC office.
 - This position requires occasional work in the evenings and weekends.
- Other duties as assigned.
 - Complete special projects and requests in a timely and positive fashion.



Minimum Qualifications:

- Degree in Technical theatre or related technical field with 2-3 years professional entertainment lighting experience with a focus on rigging technology and installation **or** 6-8 years professional entertainment lighting experience with a focus on rigging technology and installation
- Extensive customer service experience
- Extensive experience with the installation and use of theatrical rigging systems
- Experience with mains voltage and 3 phase power
- Strong knowledge of entertainment rigging systems
- Knowledge of high-powered electrical, digital and analog control systems
- Excellent communications and interpersonal skills
- Excellent organizational and problem-solving skills
- Excellent customer service skills
- Strong degree of flexibility and independence
- Computer skills
- Able to use hand tools, power tools, and electronic test tools
- Able to travel extensively
- Must maintain an acceptable driving record and valid license
- Ability to work weekend and evenings as required
- Ability to work within a construction site
- Able to lift up to 65 pounds