



### Job Description

**Title:** Lighting Service & Support Technician    **Group:** Administration  
**Department:** Technical Service    **Status:** Non-Exempt  
**Reports to:** Service Manager    **Pay Grade:**

**Purpose:** Provide technical service and support for the Dimming, Control Department.

#### **Technical Responsibilities**

- Provide technical assistance to the Dimming and control department
- Repair or arrange for repair of equipment. when needed.
- Assist in the wiring of Dimming and control systems when required.
- Travel to job sites for installation and turn-on of lighting equipment systems.
  - Provide onsite training.
- Provide onsite equipment assessment and/or repair.
- Assist walk in customers with technical support.
- Provide onsite training.

#### **Administrative Responsibilities:**

- Assist in responding to all service, repair or inquiry calls.
- Assist with work orders from sales or project management, schedule action, perform necessary work, and report status.
- Bill all repairs, installs, turn-ons and work performed.
- Assist in Creating and manage purchase orders for all purchases or repairs originated by technical service.
- Assist in managing loaner equipment inventory.
- Assist in managing spare parts inventory.
- Assist in managing technical job files.
- Assist in Managing and update technical manuals.

#### **Additional Responsibilities:**

- Shipping for technical service including packing and creating shipping label.
- Assist Front Sales with technical questions or equipment uses.
- Assist Front Sales when needed.
- Create price quotes for prospective service customers.
- Help complete punch list items as needed on unfinished job sites.
- Answer after-hours calls forwarded to cell phone (24 hr emergency contact person).



**Knowledge, Skills, Abilities: (List job skills required here, see example below)**

- Strong proficiency with MS Office (Word and Excel).
- Average computer skills.
- Valid driver's license.
- Excellent communication and interpersonal skills
- Strong organizational skills and attention to detail.
- Ability to handle multiple tasks and function well under pressure and facing deadlines.
- Ability to remain calm while dealing with an irate customer.
- Extensive knowledge of all types of lighting equipment and their uses.
- Adept with a variety of tools.
- Ability to travel (day trips and multi-day trips).
- Ability to lift and carry 70 pounds.
- Ability to work safely around high voltage.
- Ability to read schematics, diagrams and system risers.
- Ability to work in various conditions including extreme heat or cold, heights, and construction zones.
- Familiar with operation of Genie Lifts, Scissor Lifts, and Boom Lifts.
- Familiar with ETC, Strand, High End Systems, Martin, Altman, MA Lighting, Strong International, , Rosco, and Vari-Light.

**Education and Experience: (List minimal Experience here, see example below)**

- Associate degree in engineering or theatrical related field, or
- 1 years of appropriate industry experience
- Practical experience in technical theatre and/or construction
- Familiarity with lighting control consoles and dimming systems.



**Training Requirements (these will be provided by SS)**

| <b><u>Training</u></b>   | <b><u>Type</u></b> | <b><u>Location</u></b> |            |
|--------------------------|--------------------|------------------------|------------|
| Safety training          |                    | Internal               | Formal     |
| New Employee Orientation |                    | Internal               | Formal     |
| Facility Tour            |                    | Internal               | Formal     |
| Company Profile          |                    | Internal               | Formal     |
| Computer training        |                    | Internal               | On the Job |
| Phone training           |                    | Internal               | On the Job |
| Process training         |                    | Internal               | On the Job |