

**POSITION:** Lighting - Service & Support Technician I

**DEPARTMENT:** Technical Services

**REPORTS TO:** Field Service Manager

**STATUS:** Non-Exempt

**JOB CLASSIFICATION:**

**STARTING PAY:** Varies based on location & experience

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## GENERAL SUMMARY:

Provides system startup, repair, and support services for lighting systems including, but not limited to: control, fixtures, and dimming.

## ESSENTIAL FUNCTIONS:

- Provide on-site system startup services for new lighting and dimming systems.
- Provide on-site equipment assessment, training, and/or repair services for existing lighting and dimming systems.
  - o Repair or arrange for repair of equipment as needed.
- Help facilitate points of contact for customers requesting system upgrades.
- Assist with completion of punch list items on unfinished job sites.
- Regular continuing education to stay up to date with industry trends and new products.
- Assist other Field Service technicians as needed.
- This position requires regular travel – both day trips and multi-day trips depending on system complexity and departmental/jobsite needs.

## KNOWLEDGE, SKILLS & ABILITIES:

- Excellent communication, interpersonal, and customer service skills.
- Average computer skills – familiarity with Microsoft 365 suite of products.
- Familiarity with ETC lighting control systems and consoles.
  - o Familiarity with Vari-Lite/Strand, MA Lighting, and other similar brands is a plus.
- Strong organizational skills and attention to detail.
- Ability to handle multiple tasks independently and function well under pressure, especially when facing deadlines.
- Ability to navigate and remain calm in high-stakes situations.
- Ability to work on a construction site.
- Ability to work at heights as required.
- Ability to lift and carry up to 50 pounds unassisted.
- Adept with a variety of hand tools.
- Valid driver's license and clean driving record.
- Familiarity with single man, scissor, and boom lifts is a plus.

**EDUCATION & EXPERIENCE:**

- Associate's degree in technical theatre or related field, OR 2-5 years of appropriate industry experience.
- Practical experience in technical theatre and/or construction.
- General familiarity with modern lighting control systems and consoles.

**ABOUT US:**

Texas Scenic Company is a full-service, employee-owned theatrical equipment company based in San Antonio, TX. Since 1936, we have designed, manufactured and installed stage, studio and theatrical equipment for the performance industry. We make and supply stage curtains, counterweight and motorized rigging, theatrical lighting fixtures, dimming and control equipment, and stock a complete line of expendables and stage hardware.

Competitive pay and generous benefits packages are just the beginning of all we have to offer. Apply today to help shape the future of the industry.