

## Job Description

**Job Title:** Controls Support Technician

**Department:** Controls

**Supervisor:** John Borrelli

**FLSA Status:** Exempt

**Prepared By:** Jennifer Corona

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Summary:** Provides post-sale on-site software support by performing the following duties.

### **ROLE AND RESPONSIBILITIES:**

Provide support to controls department, outside sales, and customers in regard to commissioning and troubleshooting for controls projects.

- Think – utilize individual and team based problem solving
- Program, trouble shoot, and train our controls projects.
- Read and understand E-Sheets on jobs where controls are indicated
- Work with Controls Quotes & PM's, Sales, and customers to understand scope and layout of the project.
- Learn and understand all lines of controls represented by SeaTac Lighting & Controls
- Learn and understand the coordination between lighting and controls and how this can impact both aspects of the project
- Attend pre-wire meetings to work with contractor and distributor in preparation for installation of controls.
- Document and deliver detailed reports to manufacturers and customers after completion of a job.
- Provide on-site training to contractors and end users for systems once commissioning is complete
- Provide excellent customer service and support to our internal and external customers at all times.
- Other duties as required

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competencies:** Read, write, and speak fluent English. Excellent written and verbal communication. Ability to follow directions.

**Qualifications:** To perform this job successfully, an individual must be able to perform each of the essential duties listed above satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions for all duties noted above and expectations noted below.

**Reasoning Ability:** Must be able to make sense of standard, industry specific terminology, read and understand communications from vendors, manufacturers, and customers.

**Computer Skills:** Core basics for PC's, Office Suite, Outlook, aptitude for additional software programs.

**Physical Demands:** Sit for up to 2 hours continuously, look at computer screen for up to 2 hours continuously, stand for up to 4 hours continuously on hard surfaces. Lift and carry up to 65 lbs. Climb ladders of various heights. Work in enclosed/tight spaces, crawl-spaces, and ceiling environments.

**Work Environment:** The work environment at SeaTac Lighting & Controls is fast-paced and demanding. Employees are expected to treat all co-workers with respect and courtesy at all times. All employees are responsible for maintaining a clean and presentable work space, and adhering to company dress code. All employees are expected to be on time for their shift.

**Certificates, Licenses, Registrations:** Valid drivers license, personal vehicle insurance with SeaTac named as also insured. Up-to-date vehicle registration at all times.

**Travel:** up to 50%