



Gappa Security Solutions Entry-Level Service Technician

Company:

At Gappa Security Solutions we help our customers to secure their buildings and protect their people. We do this by supplying and installing doors and door hardware, keying systems, electronic access systems, alarm systems, and surveillance cameras to customers in commercial, government, and education spaces.

Structure:

Service Technician reports primarily to the VP of Operations. This is a full time (40+ hours/week) position, and requires no prior industry experience. We will teach you the skills you need! This is the perfect gateway into a career in physical and electronic security systems!

Duties of a Service Technician:

We are seeking applicants who enjoy working with their hands and want to learn a new trade installing electronic access, alarm, and surveillance camera systems, along with entrances and door hardware.

Installations: Service technicians spend their days installing doors and door hardware, pulling and installing low voltage cabling, and working with electronic access products, alarm systems, and surveillance camera systems at various customer locations throughout Wisconsin and neighboring states.

Service/Troubleshooting: Service technicians make phone calls and do customer site visits to provide service for existing products we have installed (both types of service call can include off hours emergency calls in cases of true emergency).

Reporting/Documentation: Service technicians review project documentation and install products accordingly. Technicians must plan ahead to minimize time onsite and prevent multiple trips. They must report hours and materials used accurately via our phone apps. They must communicate consistently with our Operations team about any changes in plans or issues that arise during projects.

Learning: Successful service technicians are constantly working to learn more about the products we currently sell, as well as products that are new to our marketplace.

Requirements:

- Above all, technicians must have a good attitude, be self-starters, respect their coworkers, managers and customers, and be driven to learn and grow.
- Technicians must be customer-oriented, professional, and *highly* communicative with customers, project leaders, and Gappa Security Solutions Operations and Sales staff.

- Technicians should be oriented towards customer satisfaction and comradery with coworkers – a person inclined to negativity or frequent criticism will not find satisfaction in this position. We are a team, and we proactively weed out divisiveness and gossip.
- Technicians must be detail-oriented and able to track work done and work remaining to be done on a project with precision.
- Technicians must be able to read and comprehend technical and detailed documents in order to install products and understand and complete projects.
- Technicians must be able to spend some recurring overnights away from home.
- Technicians must be able to work flexible hours, depending on the project.
- Technicians must be able to lift at least 50 pounds and should enjoy working with their hands.
- Technicians must be able to perform work that involves lots of walking and using a ladder multiple times daily. They must be able to work on an aerial lift. They must be able to work in cramped positions.
- Technicians provide their own smartphone. A work laptop, printer, and work vehicle will be provided by Gappa Security Solutions after a probationary period.
- Technicians may be required to provide their own transportation early in employment, but they typically receive a company work van once they are established in the role (usually in the 6-12 month range).
- Technicians must be able to work at schools, colleges, daycares, and government buildings.
- Pre-employment drug screening and background checks are required.
- 1-2 years of experience in our field or a connected field is preferred but not required.
- Basic computer skills are preferred but not required.
- Experience with hand or power tools is strongly preferred.

Day-to-Day:

- Technicians will typically keep a work van at their home, and they will typically drive 30-90 minutes to go to their work site each day (these sites vary from day to day). Driving time can increase on days with multiple service stops. Driving time is paid, doorstep to doorstep.
- Technicians will be in frequent contact with Operations staff and will receive directions for each day via voice, email, phone app, or text message. They will also take direction from project leaders as needed.
- Hours will vary frequently, depending on the job. Most days will be between 7 hours and 11 hours, doorstep to doorstep. Busy times of the year will often require 10-12 hour days. Door installations can produce exceptionally long days at times, as we cannot leave entrances unsecured overnight. A short week for a technician is 40 hours; long weeks can be as high as 60. Most weeks are 45-55 hours. These numbers include travel time.
- The summer is an exceptionally busy season and certain dates do not allow for the use of paid time off.
- Some overnight trips will be required. Expect to be overnight approximately 40 nights per year on average.
- Rare 2nd or 3rd shift hours or Saturday work will be required in order to accommodate the occasional off-hours needs of our customers. A yearly average of roughly 1-3% of work days will require this kind of work.

Benefits and Approximate Compensation:

- Pay Range: Pay is hourly, starting around \$42,000-52,000/year, depending on experience and hours worked. As you progress, the higher levels of service technician work currently pay up to \$80,000/year.
- Paid training time

- Paid travel time (doorstep-to-doorstep!)
- After a probationary period, a laptop, tools, and a work vehicle with gas card will be provided by the company.
- 13 Days of Paid Time Off annually, with an accrual schedule for additional annual days after 4 years of employment
- 8 Paid Holidays on top of the 13 Days of Paid Time Off
- Access to Group Health Insurance + Health Savings Account (Employer Currently Covers 75% of Premium; Employee Contributes to HSA as they desire)
- Access to Optional Group Vision Insurance (Employee Pays)
- Access to company 401(k) with some employer matching after preliminary period

If you wish to apply:

Please email your resume and a short letter of interest to: zgappa@gappasecuritysolutions.com

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