



JOB DESCRIPTION

Communications & Security Field Services Technician

Valcom - Virginia Integrated Communication – Virginia Beach, VA

Department: UCC/IT-VA BEACH

Reports to: Director of UCC/IT Integration and Services – Virginia Beach, VA

Valcom is seeking an experienced, highly qualified Communications & Security Field Service Technician to support our growing customer base in Virginia, based out of Virginia Beach. The Communications & Security Field Service Technician is responsible for all Valcom intercom and other vendor specific hardware and software applications. Responsible also for UCC Premises & Cloud Platforms- Intercom/Paging, Telephony/Chat/Video technology for service support (programming assistance, implementation support as needed) To include Valcom intercom/paging/bells, Avaya VoIP systems, voicemail, cloud based UCC platforms (Nextiva, 8x8, Avaya Cloud, Ring Central, Teams voice, Zoom voice etc.) and other vendor specific hardware and software applications. Security technologies and service support (programming assistance, implementation support as needed) of Honeywell, Yale integrated security systems to include access control, video, intrusion. In addition, supporting Networks technology for service support (programming assistance, implementation support as needed), to include Extreme Switches-Wireless Access Points, Fortinet Switches-Firewalls and other vendor specific hardware and software.

Employee Owned. Customer Focused. Valcom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. Valcom is 100% employee owned. Employees are empowered to act and think like owners because, they are owners! All employee owners have a vested stake in the company which means their commitment to our communities, customers, and each other is unparalleled.

Essential Duties and Responsibilities:

- Primary duty to Perform Field Service support for Valcom intercom/bell/clock/mass notification legacy and new IP based-Cloud systems hardware/software (programming assistance, implementation as needed).
- Primary duty for Telephony Field service support (programming assistance, implementation support as needed) relating to technical issues involving all UCC Platform/ telecommunications systems: VoIP, voicemail and vendor specific hardware and software to include Avaya IP Office, as well as (Nextiva, 8x8, Avaya Cloud, Ring Central, Teams voice, Zoom voice etc.).
- Secondary duty to Perform Field Service support (programming assistance, implementation support as needed) of Honeywell, Yale integrated security systems to include access control, video, intrusion detection, intercom and other vendor specific hardware and software applications.
- Technical Field service support (provisioning/programming assistance and implementation, support as needed) at the network level: WAN and LAN connectivity, routers/ firewalls, switches, wireless access points etc. and cyber security protocols with Extreme, Fortinet and other hardware/software solutions.
- Perform diagnostics/testing/troubleshooting –primarily on-site but also remotely – to resolve system and technical issues in general.

- Work with Vicom's Service Coordinator to initiate returns of non-functioning equipment to Manufacturers (RMA).
- Document issue resolution and problem solutions.
- Utilize Connect Wise Manage System for complete ticketing time/hours tracking, detailed notes, configurations and any other metrics suggestions to leverage improved customer satisfaction and data.
- Work with telecommunications carriers for troubleshooting of voice and data circuits. SIP, T1 & PRI implementations.
- Monitor the remote monitoring and management system alerts and notifications and respond accordingly through service tickets.
- System documentation to include system reviews and recommendations.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes.
- Windows Server administration, implementation and support
- Working knowledge of CAT5E, CAT6 and Fiber installs (start to finish) including specialized test equipment and accurate record keeping.
- Perform complex moves, adds, and changes to Security, Intercom and UCC Platforms/ telephony systems, i.e., adding circuit cards and modules into systems and configuring with little supervision.
- Communicate clearly with the customer and understand their needs on the job before, during, and after completion.
- Perform complex troubleshooting on communications systems without supervision.
- Participation when needed or assigned on call, in supporting team members for after-hours service issues and customer support onsite/remotely.
- Ability to conduct end user training on systems implemented.
- Remote desk support from our Network Operation Center (NOC) when assigned for IT related tickets as well as Security, Valcom intercom, telephony and cloud based UCC platforms.

Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction.
- Ability to work in a team and communicate effectively.
- Escalate service issues that cannot be completed within agreed service levels.
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals.
- Responsible for entering time and expenses as they occur.
- Review IT publications and online materials to remain up to date with current and future technologies emerging in the industry.
- Maintain current vendor certifications and obtain others as required.

Knowledge, Skills, and/or Abilities Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Enjoy collaborating with customers and external audiences.
- In-depth knowledge and expertise in VoIP protocols
- Comprehensive knowledge of the fundamental concepts used in traditional telecommunication systems.

Vicom is an Equal Opportunity Employer committed to creating a diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

- Working knowledge of access network issues that impact VoIP performance as well as their measurement and analysis.
- Understanding of networks including cable modems, DSL, and wireless
- People skills: such as telephony skills, communication skills, active listening and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key IT services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide IT services.
- Have / maintain valid driver's license and approved / clean driving record.
- DCJS Electronic Security Technician Registration required/capable of obtaining and maintaining.
- Ability to pass a criminal background check.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.
- Ability for some shift flexibility and out of town travel to complete assignments between the Virginia Beach and Mechanicsville offices or outside the immediate office areas to support servicing our customers or for project implementation purposes.
- 3 to 5 years or more of Field service support of Valcom (intercom/paging/bells systems in general), Honeywell (security systems in general), and Avaya/Nextiva/Zoom Cloud based (telephony systems in general) a plus.