



Sonitrol Great Lakes

WE ARE HIRING!

Alarm System Support Specialist

Sonitrol Great Lakes, a 30 plus year industry leader in comprehensive electronic security solutions, is excited to continue to grow our team! **We are looking to add a new Alarm System Support Specialist our Data Operations Team.** Our Alarm System Support Specialists are responsible for managing the programming of all new and current client alarm systems. Working with Sales, Field Technicians and Operations, they install, troubleshoot, and repair intrusion, access, fire, and video systems, providing our clients service excellence. **This position works in our state-of-the-art Michigan headquartered office located at 7241 Fenton Road in Grand Blanc, Michigan.**

This is a full-time, non-exempt position. The **Starting Pay Range is f \$17- \$19.**

Here's the Hours You Would be Working:

Monday-Friday: 11am-8pm

Please Note Training Schedule: Monday – Friday 8:00 am – 5:00 pm for approximately the first 4-6 weeks of employment.

Must be willing to work a minimum of one assigned Saturday a month with working hours of 8am-5pm when business needs dictate.

Here's What Our Alarm System Support Specialists are Responsible for Doing:

- Manage all new and existing alarm systems, programming accounts and equipment with technicians, and verifying alarm activity.
- Support in the design and creation of intrusion, fire, access, and video alarm system monitoring in collaboration with the client.
- Daily review of new client contracts, confirming account information and programming system equipment, while devising a plan of action for system design with the field technicians.
- Assist service technicians in the field daily as they troubleshoot, repair and test current client systems.
- Program advanced access control and video management systems
- Deliver training sessions, coordinate programming, and troubleshoot alarm systems with clients.
- Develop and provide training for internal team members for client support and job implementation.
- Attend and participate in internal and external strategy and implementation meetings which may include, phone/video conferencing, and opportunities to visit client locations.
- Deliberatively and consistently role modeling our company core values which define our culture while serving team members, clients, and our community.

What You Need to Rock this Role:

- Minimum of 2 years of proven customer service and support experience
 - Help Desk experience preferred. Previous experience installing or servicing alarm systems a plus!
- Proficient with Microsoft 365 platform
- Strongly skilled in Microsoft Excel
- Proficiency in telecommunication technology, i.e., cellular networks, web applications, phone PC and basic networking (must know way around a computer)

- Skilled at learning product specific software platforms quickly
- Experience and skill with inbound and outbound calling and video conferencing
- Unwavering commitment to service excellence.
- Proven problem-solving skills, critical thinking skills and the ability to give oral presentation(s).
- Strong communication skills: verbal, written and interpersonal skills including active listening skills
- Ability to handle stress and maintain a calm presence in moments of crisis
- Ability to be courageous, take action, be curious, work with the mindset of win/win relationships, take immense pride in your work, strive to exceed expectations every time.
- Possess a teamwork mentality and are obsessive about open, honest, and respectful communication.

As a Valued Employee of Sonitrol Great Lakes, you'll enjoy:

- Stability from a 33-year-old growing company. We care about our employees. You will feel appreciated and valued. You will also work with great people! Our people and culture simply rock! After all, we only hire the best!
- A strong core value driven culture with a focus on a rewarding employee and client experience.
- Structured onboarding and training plan to give you the tools you need to succeed and prepare you for success.
- Smart Casual dress code that includes jeans.
- Growth and development opportunities for career advancement opportunities.
- Benefits: Strong Medical, Dental, Vision, Life Insurance, LTD, plans
 - 401k with company match
 - Flexible Spending Accounts using pre-tax dollars for qualified medical expenses
- 80 Hours of Paid Time Off available after only 90 days plus 11 paid holidays a year.
 - We strive to provide a win/win flexibility that promotes working hard and playing hard. We strive to provide a work-life balance focus while meeting the needs of our clients
- Employee Referrals Program that pays \$1,000 for successful referrals.

JOIN OUR GROWING TEAM

Apply at: sonitrolverified.isolvedhire.com

For more information contact:

Joy Sturgis

Director of Talent and Culture

jsturgis@sonitrolgreatlakes.com

Direct Line: 248-536-0185

Sonitrol Great Lakes is an Equal Opportunity Employer and a drug-free workplace.
A successful pre-employment background check and drug test are required.



EMPOWERMENT WILLINGNESS TO LEARN SERVICE HIGH STANDARDS TEAMWORK

What are YOU Waiting for? Apply Now!

If you feel this position aligns with your skills, abilities, experience, and most of all your career aspirations- apply now! Your initial application will take less than 3 minutes to complete and will be directly uploaded to our Talent Team.

Click here to get started: <https://sonitrolverified.isolvedhire.com/jobs/340420-90758.html>

Need more information? Contact our Director of Talent directly.

Joy Sturgis
Director of Talent and Culture
jsturgis@sonitrolgreatlakes.com
Direct Office Line: 248-536-0185

EEO Policy: Sonitrol Great Lakes provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Occasional