



integrity - innovation - quality

# TECHNICAL SUPPORT SPECIALIST

Black Creek Integrated Systems, a national supplier of computerized electronic security systems for the correctional industry with an unequalled reputation for innovation and excellence, is seeking a qualified and experienced Technical Support Specialist to join our Service Department. This position reports to the Service Manager and is based in the Birmingham, Alabama home office.

## Essential Duties:

- Act as first point of technical support contact for customers and field technicians
- Triage incoming service requests
- Document customer problems in work order system and provide appropriate details/information and update work order throughout the life cycle of the work order, from origin to completion
- Troubleshoot and diagnose deficiencies or problems with customer's Black Creek systems and equipment
- Advise customer representative of work order status and corrective action
- Support field technicians with installation and verification of system software updates
- Proactively communicate customer status, concerns, and issues to appropriate management and department personnel
- As a "Telephone Ambassador" for Black Creek, develop and maintain excellent customer relations with all customer staff and personnel
- Coordinate parts replacement and repair to provide timely repair services to system components
- Travel as required. Travel will be required during the training period.
- Position involves on-call support during weekends and nights on a rotation basis.
- Other duties as directed by Black Creek management

## Job Qualifications/Requirements:

- Working knowledge of personal computers, programmable logic controllers, and Ethernet networks
- Must be reliable and show initiative
- Must be able to explain technical terms and solutions to technical and non-technical customers
- Must be able to effectively communicate with various personalities as part of the daily work requirements
- Ability to write effective reports and correspondence
- Ability to maintain proper business presence and interact with clients in a professional, courteous manner
- Strong electrical background
- Exceptional electrical and electronic troubleshooting skills
- Extensive knowledge in terminal strip, punch block, cat. 6 and minor solder terminations
- Understanding of and ability to proficiently use MS-Word, MS-Excel, MS-Outlook
- Ability to work with minimal supervision
- Ability to read and understand basic electrical schematics and instructions
- Ability to maintain wire termination standards and color coding
- Ability to differentiate colors
- Ability to lift minimum of 50 pounds
- Must furnish basic hand tools
- Must pass a criminal history/background check to work inside correctional facilities
- Must have a valid driver license and have a good driving record

## Education/Experience:

- Two year electronics degree or equivalent military experience
- A+ Certification
- **Minimum 3 years low voltage or security system installation/maintenance experience**

**Working at Black Creek**

In addition to offering competitive compensation, we offer a generous benefit package that includes:

- 401(k) retirement plan
- Vacation/personal time program
- Paid holidays
- Health & dental insurance
- Life insurance
- Long term disability insurance
- Tuition reimbursement program
- Work schedule that allows Friday afternoons off