Field Service Technician II

Securus Technologies is a leading provider of telephone and software systems to the corrections industry. Our broad suite of products includes inmate communications services, investigative technologies, corrections/law enforcement/emergency information technology services, interactive voice response systems, and active global positioning systems (GPS) based offender monitoring devices. In the past two years we have invested $175 million in new technologies, products and patents and we are still growing and expanding. Securus and its subsidiary companies employ more than 1,000 associates who serve more than 2,600 correctional facilities and law enforcement agencies in 45 states and over 850,000 inmates nationwide. We are known in the industry for reputation, stability, services, growth, and state of the art technology.

- Over 25 years’ experience vested the corrections industry!
- Securus’ financial successes have led to consistent quarterly bonus payments in the last 5 years.
- 10 new acquisitions within the last 3 years to expand into other public safety verticals.
- We have been awarded over 120 patents and 60 more pending. This is 75% of all the patents in the industry.
- Our In-house customer service and technical services teams operate 24/7/365
- Ethically ran business, proven with our SAS 70 Reporting and Sarbanes Oxley compliance
- Solid benefit programs including healthcare, 401(k), tuition reimbursement & training.

JOB SUMMARY
The position of Field Service Technician II is established to install sites up to 72 phones, maintain and repair telecommunications, associated computer, networking, and electronic equipment, provide facility training or administrative support and maintain wiring per specifications and operational procedures. They may also provide installation assistance, training or troubleshooting assistance to a FSTI.

DUTIES & ESSENTIAL JOB FUNCTIONS

- Install macs up to 72 phones, assist on major macs, maintain and repair telecommunications, associated computer, networking, electronic equipment, and wiring per specifications and operational procedures at correctional facilities.
- Provide installation assistance, training or troubleshooting assistance to a FSTI
- Provide administrative services on as needed basis or dedicated to a particular customer: data entry including PIN/PAN, blocks/unblocks, customer reporting, training, providing CDR reports and burning recordings to CD/DVD per subpoena as well as testifying in court per subpoena.
• Perform investigations assigned by customer on specific inmates, dates, times, locations by listening to call recordings, burning recordings to CD and writing up an investigative report based on call recordings.
• Provide operations support for following: site surveys, pre-bid meetings and sales conferences.
• Travel within assigned territory maintaining assigned sites and assisting with coverage in non-assigned territory when necessary.
• Gather, update, record, and maintain data and/or statistics.
• Communicates with dispatchers to receive work assignments and provides dispatchers with ETA for arrival and departure information.
• Ticket Administration: required to document ticket assignments daily with proper on site, travel times and updates or status.
• Interfaces with multiple departments and/or organizations for problem solutions.
• Maintains company or personal vehicle ensuring the following items are current & operational: routine maintenance, inspection sticker, registration sticker & repairs.
• Troubleshoots situations where standard procedures have failed in isolating or resolving problems.
• May be required to assist in consulting, giving technical support to or training client personnel on Securus products & services.
• Maintains inventory of equipment and tools.
• Voice Biometrics Enrollment and Re-Enrollment

OTHER FUNCTIONS AND RESPONSIBILITIES (NON-ESSENTIAL)

1. Determine when to negotiate alternatives, when to escalate a problem or when to ask for assistance in dealing with the various problems reported.
2. Often used as primary point of contact for all Securus Related Issues
3. Assist in resolving Friend and Family ITS issues.
4. Work under general supervision
5. Collect and maintain coin phones.
6. Perform other duties as assigned.

ACCOUNTABILITIES
Maintain and submit the following as needed: weekly timesheets, service ticket closing information, equipment & tool (truck stock) inventory, preventative maintenance checklists, site surveys and physical site equipment audits.

QUALIFICATIONS

• High school diploma or GED
- Good driving record
- Self-starting, able to self-train on telephony based product line.
- Excellent ability at multi-tasking, setting priorities and tracking issues concurrently.
- Strong communications skills, written and verbal, for working with customers, dispatchers, technical support specialists, other field technicians and management.
- Experience working with Windows operating systems.
- Minimum 2 Years Telephony and/or computer related experience.
- Telephony and/or computer hardware experience. Including but not limited to: pulling cable (Cat3 & Cat5), terminations (110, 66, Krone, RJ11 & RJ45) up to 100 pair cables and troubleshooting wiring / T1 / CO dial tone problems and computer repairs (drive, card, board, memory replacements and troubleshooting of hardware as well as OS problems).

**Required**
All Items listed in the qualification section

- **Required**

**PREFERRED**

Microsoft Certifications (A+, N+, MCSE etc...), Cisco Certifications (CCNA etc...), Electronics / Electrical Certification or Degree, PBX & Key System Certifications, 5 years or more of related experience. Previous experience working in law enforcement or correctional environment.

**REQUIREMENTS/WORK ENVIRONMENT**

While performing the duties of this job, the employee is regularly required to stand, sit, kneel, crouch or crawl and use hands to work with tools or controls. The employee frequently is required to talk or hear. The employee must regularly lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is usually moderate.

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A reliable vehicle, standard telephony tools, a personal cell phone and internet are required to perform day to day activities of a Field Service Technician II. Securus may provide monthly cell phone, vehicle, vehicle allowance or mileage.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.
Securus Technologies is an Equal Opportunity Employer