# JOB SPECIFICATION

**FIRE ALARM TECHNICIAN**

**ARGUS FIRE SYSTEMS SERVICE LIMITED THE ARGUS GROUP**

1. **BASIC RESPONSIBILITY:**

As a support role to the Supervisor. To install, repair maintain all types of fire alarm installations in accordance with Group policy.

# RELATIONSHIPS:

Reports to: Alarm Service Manager

Other relationships: Argus Management Service Coordinator

Site Project Management Clients

All other on-site personnel Public personnel

# AREA OF ACTIVITY:

Bay of Plenty

# SPECIFIC OBJECTIVES:

* + To carry out testing/installation and service, plus other duties within the area.
  + Maintain a high level of service to customers.
  + To ensure that all work is carried out efficiently.
  + Adhere to Group policy and procedures at all times.
  + To develop and maintain an understanding of Standards and Codes relevant to fire protection.
  + To ensure all work carried out meets compliance with appropriate New Zealand Standards and / or legislation.
  + To actively pursue new business and maintain goodwill with existing clients.
  + To assist, plan and co-ordinate Group activities to most profitably utilise the Group’s resources in pursuit of its objectives.
  + To carry out all activities with the profitability of the Group uppermost at all times, and to ensure paperwork is kept up to date, and is accurate.

# KEY TASKS:

* Carry out standard service testing and maintenance of all fire systems.
* Carry out after hours call outs (when rostered on call).
* Install new fire systems or relocate existing fire systems equipment in a clean and professional manner.
* Carry out fault repair or reconfiguration of fire systems as necessary.
* Achieve weekly / monthly set work.
* Complete all necessary documentation as required, per job.
* Work unsupervised.
* Maintain vehicle and standard Company dress code presentation.
* Any other tasks that may be required, from time to time.

# SKILLS REQUIRED:

* Ability to work unsupervised.
* Problem solving – ability to identify and rectify problems.
* Technical/professional knowledge – fully skilled in all aspects of fire alarm installation, commissioning and testing.
* Communication – to communicate in a professional manner towards clients and senior management of the Group at all times.
* Performance management – maintain Group ISO procedures.
* Available to train and up skill if required, outside of work hours.
* Able to be contacted at all times.

# OTHER IMPORTANT ATTRIBUTES:

* Positive attitude to work and to the Company.
* Capable, competent and have a good, polite positive manner at all times.
* Reliable, respectful, responsible to all parties concerned.
* Presentation – as a representative of the Group must comply with standard dress code
* Must be contactable at all times
* Must be able to train and supervise junior / intermediate technicians.

# MEASURE OF PERFORMANCE:

* + The ability to work within the hours specified for each job.
  + Loyalty and enthusiasm towards Group objectives.
  + Attention to the Group’s Health and Safety Policy.
  + Attention to client health and safety policies.
  + Performance on Company procedures.
  + Loyalty, enthusiasm energy and drive.
  + Personal development and educational advancement.
  + Effort put in.
  + The ability to perform duties in an accurate and timely manner.
  + The lack of complaints from both internal and external customers.