**POSITION SUMMARY:**

The primary role of the Installation Manager is to provide security systems installations and technical support to the VirSec Operations Center (VOC) and our clients. Position reports directly to the Operations Manager. Responsibilities include a heavy installations function, as well as network administration, systems maintenance, and vendor management.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

* **Provide Pre-Sales Support to the VirSec Sales Team**
  + Make recommendations regarding products best suited for each client’s security challenges.
  + Ability to multi-task on multiple projects.
  + Ability to respond in a timely and comprehensive manner to pre-sales support requests, including design, estimation, quotes and proposals.
* **Serve as Installation Project Manager for Security System Project Installations**
  + Ability to handle projects for both local and national clients.
  + Obtain quotes from vendors for installation services and manage the selected vendor’s timely performance of quality installations within budgeted or quoted rates.
  + Maintain relations and negotiate favorable terms with distributors and manufacturers.
  + Coordinate the installation, configuration, and commissioning of security systems, including establishing connectivity with the VOC.
  + Coordinate customer software and/or hardware upgrade programs with the OM.
  + Proactively communicate project status information both internally and externally, ensuring customer satisfaction is achieved on each and every job.
  + Strong camera system, and access control system troubleshooting skills. Intrusion, and alarm system troubleshooting skills are a plus.
* **System Installation Requirements**
  + Ability to install, troubleshoot, and repair camera systems as specified in proposals.
  + Provide Secondary Support to the IT Director regarding Network Installation and Administration.
  + On-site security camera configuration and maintenance at client locations.
  + Work with VOC personnel to establish and document the proper configuration of video management systems-camera video streams, views, archiving and analytics.
  + Assist the OM in maintaining the systems and supporting the users in the VOC.
  + Serve as one of the “on call” technical resources for support.
  + Support VOC personnel in maintaining and addressing issues that arise with camera settings, including time stamp adjustments, settings, analytic programming, etc.
* **Access Control Administration**
  + Install and configure access control systems as appropriate for clients.
  + Install of door hardware
  + Familiarity with a variety of access control platforms.
  + Manage the systems utilized for internal purposes at the Corporate Buildings and external locations.
  + Work with low voltage security systems to ensure seamless interface with customer camera, intrusion, and alarm systems.
  + Develop network of local and national installation subcontractors.
* **Physical Requirements**
  + Must possess industry standard personal tools.
  + Capable of lifting, bending, and performing duties associated with low voltage installation work.
  + Must be willing and capable to work in exterior and interior conditions, weather and environment, to affect the physical installation of wiring and equipment, on an “as directed/needed” basis.
  + Must be willing to travel, sometimes nationally, in order to affect the correct and proper installations of wiring and equipment on an “as directed/needed” basis.
  + Possess the ability to read, understand, and utilize “blue prints”.
  + Possess the ability to create and effectively complete “as built” drawings in a timely manner.
  + The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
  + Employee must be able to climb ladders and utilize other forms of equipment, have the strength to hold his body weight by arms, squat, kneel, bend, run, jump, stand for long periods of time, climb stairs, carry a minimum of fifty (50) pounds on back, and be able to work long hours without extended rest breaks.

**Supervisory/Management Responsibilities**

The focus of management responsibilities will be on managing projects, processes, and third-party vendors, as opposed to direct reporting staff. Individual will work closely with the VOC Supervisor to ensure VirSec personnel are properly trained and capable of providing clients with 24x7 support.

**Qualifications**

To perform this job successfully, an individual must develop expertise multiple VMS platforms. Preferred candidates will have experience with Milestone and Avigilon or will possess a strong knowledge of IP cameras and Video Management Systems. Networking and firewall experience is required. Demonstrable installation and project management skills and experience are critical. Related certifications are preferable.

**Education and/or Experience**

High school diploma is required, relevant associate or bachelor degree advantageous. Five (5) years’ experience with installation and management of IP-based video systems, alarms, internet services, etc. is desired. Experience in project management and managing customer and vendor relationships is advantageous.

**Language Skills**

Ability to read and interpret work orders, purchase orders, etc. Ability to communicate, both verbally and written, all necessary information surrounding core job duties to individuals with a variety of skill sets and understanding of this function.

**Mathematical Skills**

Intermediate Skills: Ability to add, subtract, multiply, and divide in a highly accurate and timely manner, with minimal errors

**Reasoning Ability**

Ability to multi-task in a fast paced, dynamic environment. Ability to solve practical problems and deal with a variety of variables and individuals in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**Computer Skills**

Strong Windows-based computer administration skills. Experience with networking, firewalls, and internet appliances and utilities, to include superior skills with Microsoft Office Suite

**Certificates, Licenses and Registrations**

Valid Driver License with acceptable driving record. A valid passport is helpful. Position requires Chemical-terrorism Vulnerability Information (CVI) clearance and registered/live scanned with the State of Michigan (provided by Company).

**Other Skills and Abilities**

* This position works alone frequently; therefore, the individual must possess excellent personal time management skills, requiring minimal supervision and oversight.
* Ability to travel, for short periods, sometimes on very short notice, on a national basis.
* Ability to consistently complete tasks as scheduled and in a professional manner.

**Work Environment**  
The work environment changes by job. Project inspections will consistently require outside working conditions, in a variety of seasons and climates.