

## **TECHNICAL SUPPORT POSITION**

Control Tech Supply - Dallas, Texas

### **About Us:**

Control Tech Supply was established in 1982, and has more than 35 years' experience in the distribution of building automation controls products. The business model partners with mechanical and controls contractors who represent our products -- global leading manufacturers in the building automation industry.

### **Core Responsibilities:**

- Telephone and remote access support to clients
- Troubleshoot controllers, communication wiring, programs, and schedules to identify concerns and determine corrective action
- Determine equipment needs and parts required for customer's system performance and proactively identify problems
- Provide technical guidance to diagnose control system concerns and ensure occupancy comfort
- Analyze problems and resolve issues to ensure the complete system operates as designed

### **Additional Responsibilities:**

- Create "as built" drawings using Visio or AutoCAD
- Capable of designing graphical web pages utilizing Tridium workbench software
- Less than 10% travel required
- Formal and Informal training for clients

### **Technical Qualifications & Competencies**

- Goal oriented, self-motivated, enthusiastic with strong interpersonal skills and customer focus
- Excellent analytical skills with ability to communicate discoveries
- Proficient in Windows OS environment
- Excellent communication and customer relations skills
- Strong background in basic electronics and low voltage wiring
- 3+ years related experience in HVAC, controls and other building systems
- Knowledgeable in DDC control systems and theory
- Strong knowledge of software and system integration concepts and best practices
- Basic knowledge & competency in computer networking and client/server environments.
- Good understanding of IT structure and design

Hours: M-F, 8am – 5pm

Salary range: \$60,000-\$80,000 (will commensurate with experience and skill level)

Benefits: 100% health insurance, dental, and vision paid for employee, vacation leave, sick leave, paid holidays, IRA plan, casual atmosphere

Must be non-smoker