



### Service Technician

**Company History:** General Communications is one of Wisconsin's largest two-way radio dealers with thousands of customers in Wisconsin and Illinois and is a family-owned business with four locations in Madison, Milwaukee, Eau Claire and McHenry, IL. GenComm is fully versed in the newest advances in technology, from digital two-way radios to 9-1-1 dispatch systems, in addition to sales and rentals, service and repair, installations, vehicle lighting and custom vinyl lettering/graphics/signs.

**Report To:** The Service Technician will work under the direction of the Service Manager and will work with office administrators. The base location for this position will be at the office in Milwaukee, WI. This person will have a considerable level of diverse responsibilities. Duties include but are not limited to:

**Duties:**

- Assessing and repairing a multitude of different electronics, including radios, pagers, antennas, microphones, etc.
- Responsible for installing and trouble-shooting wireless communications equipment at various locations for public safety agencies and commercial businesses.
  - Communicate and follow up with service customer regarding order statuses, services, back ordered parts, etc.
  - Answer phone calls from customers and other employees
  - Create, distribute, process, update, and close work orders throughout the day and week for all local service calls.
  - Install, test, repair, and maintain base/repeater and accessory equipment.
  - Install, repair, and maintain microwave radio and multiplex equipment, both analog and digital, and point to point communication systems.
  - Install, repair, and maintain analog and VoIP radio dispatch consoles.
  - May operate and maintain mobile electronic service shop truck or other service vehicles.
  - Program and align base, mobile, and portable two-way radios.
  - Assist in the planning and designing of new installations, systems, and equipment.
  - Check frequencies and solve interference problems.
  - Perform FCC checks on equipment.
  - Assist in the installation of antenna systems.
  - Attend training and read publications to remain current in electronic technology.
  - Maintain daily logs and prepare as-build documentation.
  - Computer networking
  - Any other duties as assigned

NOTE: The job duties listed above are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.



An Associate Degree in Electronics/Computers preferred

**Requirements:**

- Prefer prior experience maintaining or repairing wireless communication systems
- Ability to pass a drug test and background check
- Must possess excellent communication and listening skills
- Must have excellent organizational and time management skills
- Must possess a strong attention to detail
- Must be proficient in Microsoft Office Suite

**Desired Attributes:**

- A team player
- Trustworthy
- Motivated
- Dependable
- Organized
- Respectful
- Willing to learn
- Professional
- Accountable for team and personal success

**Benefits:**

- Hourly wage is based on experience
- This position is available to the right candidate immediately or with appropriate notice to current employer
  - Health Care and Dental Plan
  - Life & Disability Insurance
  - Comprehensive 401(k) with Company Match
  - Paid leave and vacation
  - Fun and friendly atmosphere

**Job Type:** Full-time

**How to Apply:** Please send resume to [careers@gencomm.com](mailto:careers@gencomm.com) or call 608-271-4848 with questions.

**“General Communications is an Equal Employment Opportunity/Affirmative Action Employer”**