



Service Technician – McHenry

Company History: GenComm 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 five locations in Madison, Milwaukee, Eau Claire, Wisconsin Rapids, 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: This position will work under the direction of the Service Manager and will work with office administrators. The base location for this position will be McHenry, IL. 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, base stations, repeaters, antenna systems, etc.
- Responsible for installing and trouble-shooting wireless communications equipment at various locations for public safety agencies and commercial businesses
- Install, test, repair, and maintain base/repeaters and dispatch consoles
- Install, repair, and maintain microwave radio and multiplex equipment, both analog and digital, and point to point communication systems
- Program and align base, mobile, and portable two-way radios
- Check frequencies and solve interference problems
- Perform FCC checks on equipment
- Assist in the planning and designing of new installations, systems, and equipment
- Assist in the installation of antenna systems from the ground, no climbing is required
- Create, distribute, process, update, and close work orders throughout the day and week for all local service calls.
- Answer phone calls from customers and other employees
- Operate and maintain service vehicles
- Attend online and in person training when required
- Prepare and update as-build documentation
- Assist in computer networking for radio and consoles systems
- 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.

Education

Associate degree in Electronics/Computers preferred



Requirements:

- Prior experience maintaining or repairing communication systems or two-way radios preferable
- Computer Networking skills preferable
- 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
- Health, Dental, & Vision plans
- Life & Disability Insurance
- Comprehensive 401(k) with Company Match
- Paid leave and vacation
- Fun and friendly atmosphere with a casual dress code
- Annual Employee Appreciation Party

Job Type: Full-time

How to Apply: Please send resume to careers@gencomm.com or call 608-271-4848 with questions.

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



Our Mission and Values:



CORE VALUES

MISSION STATEMENT



GenComm keeps people safe by providing reliable communication solutions, supported by responsive customer service, dependable expertise and a commitment to integrity.