



POSITION PROFILE

Client Organization:	RYCOM Corporation
Position Title:	Senior Security Installation/Service Technician
Reports To:	Field Services Manager
Location:	Vaughan, Ontario

The Organization

RYCOM is a trusted leader in Smart Tech solutions for public and private sector real estate, properties, and portfolios for over 25 years. The RYCOM team develops, delivers, and supports the innovative strategies and integrated layers of technology required to create Smart Buildings that meet today’s demands while preparing for the future. By staying at the forefront of technology solutions, utilizing best-in-class support models, and delivering quality services with the highest level of care, RYCOM simplifies technology for clients, enabling them to focus on their core business while achieving operational, environmental, and measurable results.

RYCOM has been a trusted partner for technical security solutions, ranging from biometric access systems to international travel security, and other high-priority security technologies.

The Opportunity

Senior Security Installation/Service Technician

We are seeking a dynamic individual with expertise in security and network infrastructure to join our growing team. This is an opportunity to work with a group of innovative problem-solvers who are committed to delivering on their promises. You will play a key role in helping clients enhance their safety and security. The role requires a proactive approach to learning and implementing innovative solutions. Candidates who thrive on challenges and continuous learning are encouraged to apply.

Key Responsibilities

Technical Expertise:

- Install and program various CCTV and Access Control systems (e.g., Genetec, Avigilon, ICT).
- Install telecommunication equipment, routers, and switches.

Problem Solving and Troubleshooting:

- Identify and resolve issues in security and network systems.
- Provide technical support to diagnose and fix problems efficiently.
- Analyze complex systems to determine and implement appropriate solutions.
- Conduct root cause analysis for recurring issues and implement preventive measures.

Service Excellence:

- Perform routine maintenance and system upgrades for installed security systems.
- Ensure all client systems are fully operational and meet specified performance standards.
- Provide training and guidance to clients on system usage and maintenance.
- Respond promptly to service calls and emergencies, minimizing downtime for clients.

Project Implementation:

- Lead project implementations, ensuring successful outcomes within budgeted timeframes.
- Conduct site visits and surveys, as necessary.
- Understand and interpret construction documentation and blueprints.

Customer Interaction:

- Provide ongoing, high-quality customer support, analyzing needs and recommending innovative solutions.



- Maintain superior customer service and problem-solving skills when interacting with internal teams and clients.

Key Requirements

Mandatory Qualifications:

- 3-5 years of experience in a related role.
- Genetec and Avigilon certifications and experience.
- Strong understanding of IP security systems and IT networks.
- Proficiency in installing and maintaining low voltage cabling and network infrastructures.
- Advanced computer skills and proficiency in Microsoft Office (Word, Excel, MS Project).

Skills and Competencies:

- Excellent communication and customer interaction skills.
- Strong documentation and organizational skills.
- Collaborative and team-oriented mindset.
- Demonstrated planning, organizing, and implementation skills.
- Professional appearance and demeanor.

Additional Requirements:

- Industry certifications are encouraged.
- Basic hand tools are required.
- A valid driver's license with a clean abstract.
- Willingness to travel as required.

Why Join Us?

- Be part of a forward-thinking team in a company that values innovation and continuous learning.
- Work on projects that make a tangible impact on client safety and security.
- Opportunity for professional growth within a supportive and dynamic work environment.

Diversity and Inclusion We are committed to creating an inclusive environment and encourage applications from individuals of diverse backgrounds and experiences.
