TECHNICIANS AND / OR WIREMEN

JOB DESCRIPTION AND OPERATING PROCEDURES

Job title	*Technician and/or Wireman*	**Name & Surname**	
Reports to	*Eben Pretorius / Irvin du Plessis*	**Identity Number**	

Job Summary

An alarm technician, also referred to as an alarm adjuster, alarm installer or other similar names, installs, maintains, and repairs security systems, fire alarms and related wiring and equipment. A person in this role is responsible for making sure that all installation and repair work is compliant with safety codes. They also perform and coordinate the maintenance and installation of fire alarm systems, electronic premises security systems, and the alarm monitoring station for their respective clients. Leads, trains, and coordinates the day-to-day work of technical staff and/or subcontractors. Interfaces with clients to ensure customer satisfaction. Performs associated administrative duties. Technician and/or wiremen personnel, installs and maintain equipment for alarm monitoring at commercial facilities and domestic facilities, from the risk of attack by terrorists, bombers, or ordinary criminals. They must be ready at all times to make sure the installations are done correctly according to set-out standards and if any problems arise with the alarms, be there to analyze and detect what the issues are and rectify them.

Duties and Responsibilities

1. Consults with customers regarding system needs, the consults with marketing department who will then prepare estimates and customer proposals.
2. Prepares temporary billings and reports which will be finalised by accounts.
3. Coordinates, trains, leads, and oversees activities of security and alarm installations.
4. Installs and maintains fire, security, alarm, and special systems.
5. Programs and maintains equipment and systems including fire alarm, intrusion detection, video surveillance, asset protection, environmental detection, holdup/duress, integrated systems, and equipment related to the alarm monitoring station.
6. Processes customer billing and contractor or vendor invoices per departmental policies which will be finalised by the accounts department.
7. Maintains records of work performed.
8. Ensures proper care in the use and maintenance of equipment and supplies; promotes continuous improvement of workplace safety and environmental practices.
9. Performs miscellaneous job-related duties as assigned.

Minimum Job Requirements

- PSIRA Grade D registration and at least 3 years of experience directly related to the duties and responsibilities specified.
- Previous alarm installation background, from an accredited institution, which are above the minimum education requirement, may be substituted for experience on a year for year basis.
- Must have a driver’s license.
- Must have a minimum of a Grade 10 education certificate.
- Must be fluent in English and Afrikaans.

Knowledge, Skills and Abilities Required

- Skill in the use of computers, preferably in a PC, Windows-based operating environment.
- Basic knowledge of computer server operating systems.
- Basic knowledge of IP network technologies.
- Ability to write reports containing technical information.
- Ability to install and perform routine maintenance and repairs of fire alarm, electronic premises security systems and alarm monitoring station operating software and equipment.
- Ability to use hand and power tools applicable to trade.
- Ability to lead and train staff and/or students.
- Ability to program alarm system panels.
- Ability to read, understand, follow, and enforce safety procedures.
- Knowledge of costing and pricing methodology.

Conditions of Employment

- Possession of a valid driver's license is a requirement for this job.
- Must pass a pre-employment criminal background check.
- Successful candidate must submit to post-offer, pre-employment physical examination and medical history check.

Working Conditions and Physical Effort

- Light physical effort. Requires handling of average-weight objects up to 10 pounds or some standing or walking.
- Work environment involves minimal exposure to physical risks, such as operating dangerous equipment or working with chemicals.
- Work may involve moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odours, and/or loud noises.
- Ability to be able to work on ladders, scaffolding, building constructions, roofs, ceilings and closed confined spaces.
- Ability to use hand and power tools applicable to trade.

Areas of responsibility

- Residential homes
- Estates
- Parks
- Shopping Centres
- Schools
- Retail Stores
- Complexes
- Factories
- Businesses
- Households
- Gated or Boomed Areas
- Or Any Temporary or Permanent Security Requirement

Duties and responsibilities

A technician and/or wiremen is any person who is PSIRA registered with at least a Grade D certificate who can carry out installations and fault findings and corrections, while carrying out his duty of installing alarms systems. Technician and/or wiremen will usually adorn some sort of

identification uniforms that give them high visibility and differentiate them from regular civilians. The uniforms also act to deter inappropriate or illegal action within their workplace.

Detect – Intruder Detection

Detection of an unauthorised person in a secure area is a vital part of effective security. If a person breaks into an area and can wander around undetected for any length of time, it means that this area is not secure. Intruder detection will include:

- Infra red beams
- Passives (PIR's)
- Door magnets
- CCTV camera systems

Any of these things could trigger an alarm or alert an Armed Technician and/or wiremen to the fact that someone is moving around in a secure area.

If detection is to be effective, it must be immediate. Security response needs to be fast in order to scare away, apprehend or remove the criminal before he has the opportunity to commit a further crime like theft.

Report

Once an intruder is detected this should be immediately reported to the relevant response personnel.

Recording and Reporting Duties

Technician and/or wiremen play an important role when it comes to retrieving information needed for effectively covering the client's area to minimize the un-detected and un-wanted entry on the premises of the client. It is they who record the assessments and recommendations of upgrading and covering vulnerable areas of the premises in their stations and periodically report to their superior. Reporting of these vulnerable areas also involves alarming the whole security team in a location in case there is violation of a rule within their premises.

In order for an Technician and/or wiremen system to operate effectively and for the officer to carry out duties efficiently, certain administrative functions must be performed. These include identifying documentation and/or registers in terms of their application and completing them in the correct manner.

The purpose of a repost is to:

- Establish a permanent record of an incident or occurrence.
- Passives (PIR's)
- To communicate information to another person, or in this case, the next shift's Technician and/or wiremen.

Some guidelines for good reports are:

- Accuracy (exact and precise).
- Completeness (all the relevant knowledge he or she possesses of the incident. Remember: (who, what, where, when, how and why).
- Conciseness (brief, comprehensible and to the point).
- Objectivity (not influenced by your own emotions and or prejudices).

- Comprehensibility (good language, sentence construction, paragraph layout), and
- Honesty (truthful with no distortion of facts).

Security sites will differ according to the site instructions and specific SOP's of the Security Company. Therefore, different books/registers and reports will be used. The generic books/ registers and report the Technician and/or wiremen will need to be able to complete, required for duty, are:

- Pocket book
- Occurrence book
- Registers
- Incident Report

Equipment Register

Any company equipment and/or stock issued to a competent (Technician and/or wiremen) must be signed for by the technician and/or wiremen receiving it and signed for by the person receiving it when it is returned.

- This control document must be kept safely and can be inspected by a member of the governing body/bodies at any time.
- Check the condition of the equipment and make sure that it is returned in the same or better condition.
- All equipment issued, received or purchased must be entered in the stock register as well as its application - e.g. duty or installation.
- The total reflected in this register must correspond with the stock on hand.

"NB: Never issue equipment to any person that is not been authorised, trained and found competent to use the equipment".

It is furthermore required/ suggested that the Technician and/or wiremen using these registers is competent on and trained to do so.

Key Control Register

All keys issued to any person must be entered in this register and signed for by the receiver. Keys may not be handed from one person to the other. All keys returned must be entered and signed for by the technician and/or wiremen receiving them. Effective key control is essential to contribute to a manageable and professional security service rendered to customers.

Purpose of Technical personnel

For a technician and/or wiremen to be effective he/she must have the correct knowledge, skills, and attitude, as well as discipline and an alert and inquisitive mind.

A technician and/or wiremen **must show alertness, interest, and thoroughness**. Technicians and/or wiremen, must have a suspicious mind and must think as a criminal will think in order to effectively cover a clients premises.

- An effective technician and/or wiremen finds it easier to stay alert and concentrate on his responsibilities and is less inclined to fall asleep on duty.
- An effective technician and/or wiremen, by covering a larger area, is in a better position to observe a wider range of activities or static faults such as open windows, doors etc. that may become a threat to the building, installation, or property that he is analyzing and covering with alarm system.

- Criminals' intent on committing a crime will find it more difficult to carry out their plans where active technician and/or wiremen assessments and installations have been conducted, because the technician and/or wiremen presents a more mobile and consequently more serious deterrent factor.

Incident Report

In the previous headings, books and registered were discussed. The technician and/or wiremen will use these reference documents, (Pocket book, Occurrence Book, and registers, etc) and interpret/use the information to write a security report. When interpreting information of an incident, the technician and/or wiremen has to ask the following questions to enable him/herself to write the incident report:

Who was complained against?	• Record particulars of person/s involved – full name, surname, age, occupation, address, ID number, and company number – (important in case of arrests). • If full particulars cannot be obtained, record details such as race, age, sex, height and detail of dress.
What happened?	• Record the full particulars of the incident. • In the case of an arrest, state the reason. • Record any goods, property or vehicles involved. • When any goods or property is confiscated, the person involved should sign the entry made by the technician and/or wiremen in the pocket book.
Where did it happen?	• Record the exact location where the incident took place.
When did it happen?	• Record the exact time when the incident took place.
Why did it happen?	• Record the exact reason, if known, why the incident took place. This is important to know because it could be related to irregularities in the security system.
How did it happen?	• Record the exact reason, if known, why the incident took place. This is important to know because it could be related to irregularities in the security system.

Detail of descriptions of people, vehicles, and goods

PEOPLE	
Features	• Describe main features.
Build	• Slender, muscular, athletic, over-weight, characteristics.
Race	• (SA, foreign), white, black, colored, Asian.
Age	• Approximate age.

Gender	• Male or female. • Voice. • Characteristics. • Pace (when walking – slow, fast, etc.) • Complexion/ skin tone.
Hair	• Color. • Straight, wavy, curly. • Long, short. • Bold, Afro, etc.
Height	• Approximate height in meters.
VEHICLES	
Feature	• Describe what to look for e.g. car, bakkie, etc.
Make	• Toyota, Volkswagen, Corolla, etc.
Model	• GTI, GLX, 1300, etc.
Registration No	• The registration number followed by the provincial code, e.g. GP, EC, MP, etc.
Colour	• Light, dark, bright, dull, metallic and the colour.
Year of Manufacturer	• If possible: 1995_____
Description	• Condition of the car externally and internally, accessories, tyres, etc.
GOODS	
Feature	• Describe what to look for.
Description	• Size, colour, form.
Peculiar features	• Wires hanging out, grease marks, etc.
Condition	• Wear and tear, signs of damage.

Conducting an effective Response

Approaching/interacting with individuals

One of the primary responsibilities of all Technician and/or wiremen is to effectively interact with all types of people that either live, work, eat, meet, or move in their respective responding zones.

Being able to productively communicate with people from various socio-economic and cultural backgrounds are an important requirement of the job. Safely approaching individuals is a critical

function. It is very easy for technicians and/or wiremen to see this activity as "routine," but they must remember that every client contact is unique and can be potentially dangerous.

Non-threatening contacts

Technicians and/or wiremen are expected to make regular contact with the clients at their sites during a shift. They will interact daily with:

- Small business owners
- Store clerks
- Neighborhood residents
- School children
- Accident victims
- Health care professionals

As Technician’s and/or wiremen talk with some of the above listed individuals, they should still maintain a safe reactionary gap, observe the individual's hands, and body movements, and maintain an appropriate interview stance.

Threatening contacts

Technicians and/or wiremen will also interact with threatening individuals as they patrol their areas in their shifts. These individuals may be:

- Suspicious individuals walking on the street.
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- Individuals hanging around a convenience store/office or building.
- Teenagers standing on a corner, flagging down passing vehicles.
- Any individual that seems to be out of place for the environment they are in.

Dealing with found property.

Found property may be handed over to a senior Technician who in turn will hand it in at the control room.

When this occurs, every effort should be made to establish the owner. The Technician and/or wiremen should:

- Collect the property and obtain all the information from the finder. Names and addresses should also be taken from the finder to satisfy reporting requirements.
- Inspect the property for serial numbers or other identifying numbers to help determine who the rightful owner is.
- If the serial number is found the officer should record it in the lost/found register as well as the incident in the occurrence book.
- If no owner can be found the property should be turned into the property control room and complete the required reports.
- If the owner is found the technician and/or wiremen/control room should contact them and advise them on the procedure to pick up the property.

Handling found property.

- **Safe Keeping**

  Found property should be safely locked away in such a manner that it will not be damaged.

- **Record Keeping**

  A detailed record should be kept of all found property currently being stored in the control room.

- **Handing Over**

  Any property handed back to the rightful owner should be signed out by the technician and/or wiremen in the control room and signed for as accepted/received by the rightful owner of the property.

Qualifications

Qualifications include:

- Be registered with the Private Security Industry Regulatory Authority (PSIRA).
- Have a police clearance certificate reflecting no criminal record.
- Have completed a course at a recognized training center.
- A driver's license and driving experience.

Working conditions

The technician and/or wiremen will be working 9-hour shifts. These are broken up into the following:

Monday to Friday – 08:00 to 17:00

They will also be on standby for a week starting on Friday morning from 08:00; on a rotation system, which could effectively see the team working at least once a month on standby.

The technician and/or wiremen will meet at the office at 08:00 where they will gather with the department head who will issue them with their jobs for the day. This could either be with installations or faults or both. Once they have received their job cards, they will leave the office and go to their appointed locations or stay at the office and phone the clients to make bookings. However, they need to be done and out on the road by 09:00. The vehicle is the technician's responsibility for the period for which he has booked on duty, and the wiremen will perform all business-related duties given to him by the technician, which also includes ***"HELPING"*** the technician keep the vehicle neat and tidy. It is his duty to make sure that the following:

- Vehicles must always be filled with fuel.
- Vehicles should be kept neat and tidy at all times and should be washed before the next shift.
- Treat the vehicles as if they are your own. Any negligent damage will be on your cost to repair.
- All traffic fines are the responsibility of the driver on duty whose name registers on the ADO tracking.
- Traffic rules should be obeyed at all times.
- You may not hide away when standing still. Your vehicle must at all times be visible to the public.
- No private jobs will be done with the company vehicle whatsoever.
- You may not go to your place of residence for any reason whatsoever unless so permitted by management.

Physical requirements

- All male members should be neatly shaved and uniforms neat and clean.
- Only company supplied uniforms should be worn.
- Hair must be neat and tidy, clean around the neck and ears, and short on top.

- Only moustaches are allowed and no beards.
- No visible piercings will be tolerated.
- Always appear in a professional manner when in public. Remember you are the image of the company when in uniform.
- No personnel are allowed to enter a bar or pub when in uniform unless his duties demand it.
- All Technicians and/or wiremen are to be fully dressed and well groomed.
- The Employee may be required to perform work that is ancillary to that which has been described.
- The exact scope and type of work, as well as the place where it is to be performed, is at the discretion of the Employer and may change from time to time in accordance with the Employer's operational requirements.

Sick Leave

1. No Technician/wireman will be allowed to book off sick on his or her first day or last night shift, unless so stated on an accredited doctor's sick note that must be handed in on the same day or the next morning no later than 10am.
2. No Technician/wireman will be allowed to book off sick even for one day unless he has a doctor's certificate that must be handed in on the same day or the next morning no later than 10am.
3. No Technician/wireman will be allowed to book off sick within 5 days after receiving their salary.
4. Any person absent from work on the following dates will do so with a Dr.'s note.
   a) Any date from 1 December to 10 January of the following year. (Get a letter from the hospital if Dr.'s offices are closed)
   b) 2 days before and/or 5 days after receiving your salary.
   If you do not get a Dr.'s note, it will mean that you are AWOL and disciplinary action will be taken against you.
5. No technician/wireman will be allowed to book off sick in the period of the Rugby World Cup or any other World Cup, or major sporting event, unless so stated on an accredited doctor's sick note that must be handed in on the same day.
6. Sick leave means that you are unable to work. No person will be allowed to do any other sort of work for any other reason whatsoever. Should it come out that you have done this, it will be deemed as "Mistrust" and punishable with "Immediate Dismissal".
7. Sick Leave is not for your family when they are sick. Sick leave is for you. You cannot take time off and stay at home or come to work late because your spouse or children are sick. For that you will have to fill in a day's leave and it will be deducted from your family responsibility leave or from your annual leave.
8. Officers and controllers are aware and agree with the fact that should they book off sick, the company has the right to visit them at their premises to ensure that they are okay and to ensure that they are genuinely sick.

Leave

1. Technician/wireman will receive 21 days leave per annum.
2. Leave will only be granted if the candidate has applied for it with a leave application form obtained either by the PR officer, or the manager of the department.
3. Leave will only be taken once confirmation has been obtained from the department head.
4. Leave will be granted under the following criteria:
   a) The candidate has the appropriate number of days leave left.
   b) The candidate has applied with a leave form.
   c) The candidate has applied at least 5 days before the leave commences.
   d) The candidate has finished 1 year of service.

e) The candidates leave does not clash with other colleagues leave.
f) It is the employee's birthday.
g) The candidates leave form has been signed and approved by the departmental head.

5. Special leave, or humanity leave will be granted to an employee in one of the following cases:
   a) The employee must attend a funeral for immediate members or friends.
   b) The employee's close family (E.g Mother, Father, sister, brother, wife or child or any person with whom the employee has grown up, E.g Grandmother or Grandfather, adopted child, guardian etc) is terminally ill or was in a serious accident of whatever nature.
   c) The employee must be in court.
   d) The employee needs study leave.

No leave will be granted over the period between 1 December to 10 January of the following year.

Direct line of command

Technician and/or wiremen Reports to – Departmental Head (Eben Pretorius/ Irvin du Plessis) who Reports to – General Manager (Mr. Matthew W Williams)