



## Solution Delivery (Installation) Master Electrician

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### JOB DESCRIPTION

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#### **Primary Goal**

The Master Electrician is a key member of a team of professionals working together to achieve ShawnTech's' primary goal of providing our customers with legendary service.

#### **Position Summary**

The Master Electrician supports the organization's mission, vision, and values by providing the services required to effectively install an offered ShawnTech solution. The solutions include surveillance, inmate kiosk, inmate telephones, and access control solutions wired and wireless network backbones. The responsibilities include performing all tasks required to support the electrical systems needed for surveillance, kiosk, or networking equipment solutions. Duties include installing conduit, wire, fiber, copper cabling to include Cat5 and Cat6, and other electrical systems. In this role you will participate as a member of the onsite installation team and will participate in the coordination, support, planning, and installation activities for projects performed at various correctional facilities. The primary goal and objective for the Master Electrician is to ensure the successful completion of the assigned electrical project by performing the required implementation activities. This position requires the Master Electrician to utilize project management skills to implement cost control and project planning; process improvement, team building, customer relationship management; and process optimization.

Exhibits and encourages the following behaviors: excellence and competence, collaboration, innovation, respect, commitment, accountability, initiative, and ownership.

**Key Responsibilities and Essential Duties** Include the following: Other duties may be assigned as required to meet corporate goals.

Responsible for delivering services in a timely and effective manner to ensure optimal system performance resulting in highly satisfied customers.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required.

Solution installation services include a variety of technical installation duties including but not limited to the installation of:

- Copper
- Cat 5, Cat 6
- Coax
- Fiber
- Conduit
- Surveillance equipment
- Kiosk, telecom, network equipment
- Terminating and testing
- Cross connects.
- Cut overs
- Raceway/Tray/Conduits
- Circuit Board terminations and/or Small electronics terminations
- Drilling, boring, and anchoring

Will respond to critical installation and system issues during project assignments and work with project personnel to resolve issues to internal and customer standards.

Provide pre-sales support for Solution opportunities including site-surveys, customer presentations, and proposal/quote/RFP input.

Demonstrates safe and responsible work habits in correctional facilities to avoid injuries, damage to property, and avoids unnecessary security risks to team and company.

Exhibits professional appearance and conduct in accordance with Company standards while working with corrections staff and offenders.

Utilize test procedures, programs, and equipment to validate successful performance of equipment and systems to internal and company standards.

### **Experience Requirements**

- Technical knowledge and experience required.
- At least 3-5 years of experience as an Electrician
- Current Valid Master Electrician license - Pennsylvania
- Ability to read blue prints, terminate cable, install and troubleshoot control wiring from drawing.
- Must be able to analyze and troubleshoot network, cabling, wiring, and software installation problems and resolve with optimal solutions.
- Must be able to work and deliver in a fast paced environment.
- Ability to operate mechanical tools and equipment.
- Patience with teaching apprentices.
- Must be willing to travel, as required.

### **Working Conditions**

Our organization provides services to correctional facilities across the United States. This position will be required to travel to the onsite resources. Working conditions vary by location and facility. Some outside work is required. All work is completed inside a correctional facility.

### **Supporting Competencies/Skills**

**Analyze Issues:** Gathers and analyzes the most critical information needed to understand problems; probes and looks past symptoms to determine underlying causes of problems and issues; integrates information from a variety of sources to arrive at optimal solutions; detects inaccuracies or flaws in reasoning; and defines reasonable alternatives to resolve problems.

**Build Relationships:** Relates to others in an open, friendly, accepting, and respectful manner; is viewed as approachable and shows interest in others; develops and maintains high-quality relationships with managers, peers, and direct reports; demonstrates style flexibility when relating to a variety of people and situations; uses formal and informal networks to get things accomplished; identifies and cultivates relationships with key colleagues and stakeholders in other parts of the organization; and builds and maintains appropriate contacts and networks with people in the industry or profession.

**Champion Change:** Approaches problems with curiosity and open-mindedness; generates innovative ideas and solutions; stimulates creativity and innovation in others; challenges the way things have always been done; champions new ideas and initiatives; and supports those who initiate change and take risks.

**Coach and Develop People:** Creates an effective learning environment by fostering coaching partnerships with employees; helps others understand their "skills portfolio;" creates joint development and coaching plans; orchestrates learning opportunities; provides relevant, high-impact feedback; and serves as an effective role model for development.

**Drive for Results:** Sets challenging goals and puts a top priority on getting results; conveys a sense of urgency and drives issues to closure; persists in the face of obstacles; demonstrates initiative and sets high personal standards of performance; maintains a consistent, high level of productivity; and is committed to the organization.

**Use Sound Judgment:** Brings to bear the appropriate knowledge and expertise in making decisions; considers alternate solutions before making decisions; bases decisions on sound logic and rationale; advances problems toward resolution when encountering ambiguity or uncertainty; chooses the best alternative based on consideration of pros, cons, tradeoffs, timing, and available resources; makes timely decisions on problems and issues requiring immediate attention; and makes sound decisions on complex issues and problems.