



Lighting Controls Service Technician

1955 East Hastings Street, Vancouver BC V5L 1T5

Full-time

Company Description

Symmetry is hiring! www.symmetry-lighting.com Our growing organization is seeking a Lighting Controls Service Technician to join our Controls Team.

Symmetry Lighting is an exciting, customer driven, lighting agency based in Vancouver, BC.

Job Description

Responsibilities:

- Startup, Verify & Troubleshoot Lighting Controls Systems in commercial and industrial settings.
- Design & assist in designing customer projects.
- Conduct on-site inspections and assessments to identify and resolve system issues.
- Collaborate with customers to understand their lighting control needs and provide appropriate solutions.
- Troubleshoot and diagnose system malfunctions, implementing effective repairs and upgrades as required.
- Provide technical support to customers remotely or via on-site visits within BC.
- Educate customers on the functionality and operation of Acuity Controls Systems.
- Stay updated with the latest industry standards, including but not limited to the Canadian Electrical Code, ASHRAE, and NECB.
- Collaborate with the sales team to identify additional opportunities.
- Prepare field service reports and submit for customer signoff.
- Assist in design & performance build opportunities.
- Follow outlined process.

Qualifications

Requirements:

- Experience & understanding of commercial electrical systems.
- Experience servicing electronic/electrical systems.
- Ability to read and interpret building plans and electrical drawings.
- Knowledge & Experience of Commercial, Architectural and Theatrical Lighting systems considered an assist.
- Strengths in logic and number systems.

- Programming knowledge considered an assist.
- Intermediate computer knowledge (networking, software, hardware).
- Proficient in detailed reporting.
- Ability to work independently/in a team.
- Self-driven.
- Vehicle and Valid Drivers License.
- Ability to travel abroad.
- Ability to possess security clearance for certain projects.
- Experience working with Acuity Controls Systems or similar lighting control solutions considered an assist.
- Proficient in programming and troubleshooting 0-10V protocol, DALI, DMX, and other lighting control protocols.
- Excellent problem-solving skills and the ability to work well under pressure.
- Exceptional communication and interpersonal skills to effectively interact with customers and team members. Proficiency in English speaking, reading & writing.
- Ability to work independently and prioritize tasks effectively.

Minimum Education / Certification Level / Program Knowledge:

- Certification or training in Acuity Controls Systems or related technologies.
- Previous experience in a field service or customer support role.
- Familiarity with other lighting control systems and technologies.

Additional Information

About the Company:

Symmetry Lighting is focused on building strong relationships with the Architecture, Design, and Lighting community by offering innovative lighting and controls solutions. We pride ourselves on being a valuable resource to our clients by providing exceptional service and offering quality brands. We have a great work environment and promote a good work-life balance for its employees.

Symmetry Lighting represents top brands such as Acuity Lighting, Acuity Controls, Aculux, Barn Light, Cerno, Contrast, Feelux, Flos, Fresco, Gotham, GVA Lighting, Hydrel, Indy, JLC Tech, Juno, LightArt, Lithonia, Lucifer, Lumascope, LZP, Mark Architectural, nLight, Peerless, Roam, Rosco, Secto, Sensor Switch, Viso, XAL, Winona, and many more.

Culture is important at Symmetry. You must be collaborative in nature. You are a solution focused team player and always willing to learn. You are a bright, ambitious, honest, and straight forward professional. Your personable nature will fit well within the friendly working environment.

The salary for this position will be commensurate with experience. Symmetry offers an exciting, enjoyable work environment, competitive benefits package as well as Quarterly team bonuses and lots of opportunity for growth.

EEO (Equal Employment Opportunity)

Disclaimer: "The above statements are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in the job description restricts the company's rights to change, assign, or reassign duties and responsibilities at any time for any reason."

Job Location:

