



While the world throws up barriers, Zerv opens access to where you need to go. We connect you to places, technology, and most importantly, other people. And we make it controlled, effortless, and secure. Zerv was founded in 2018, but our driving idea of digitizing the physical world of security and access was born much earlier. The premise is simple: we already have all the tools, technology, and safeguards in place for responsive, empathetic access control. What's missing is a unifying translator to get them all to work together. We made Zerv to fill that gap. Since then, Zerv has been working within multiple industries, including 8 of the 10 largest asset managers in the world, to streamline access control, grow their market penetration, and increase ROI.

By opening doors, we create pathways for people to move forward, from granting access to nurturing career growth to facilitating connections and opportunities. We're rapidly growing our headquarters in Nashville and opening up career paths for talented individuals ready to transform the world.

Zerv is a place where people can be authentic and grow, find meaning and passion in work, and join an exciting company at its beginning.

About the Role:

Zerv is seeking a dynamic individual to become part of our Operations team. The **Low Voltage Technician** is well-spoken, customer service-oriented and responsible for ensuring that technology, and services, provided by Zerv, and our integration partners, have been implemented in the field to the highest standard possible. The goal is to deliver a highly successful product on premise, gain client satisfaction and play an instrumental role in delivering a great client experience. It will be expected that our Low Voltage Technician is a self-starter that represents Zerv in a positive professional manner on client premise aiding in maximizing client retention and driving the adoptability of the technology through client education while on premise. Travel to client locations is to be expected during project lifecycles, additional duties when not mobilized in the field, will include serving as level one technical support, participate/lead instructional training to partners and clients as needed, offer field feedback to the Zerv development team as required.

Our service representatives are the 'face' of the company post-installation, therefore we are looking for someone who is a great representative of our business. This role reports to the Director of Field Services within Operations, and works closely with the Company's senior leadership team, helmed by a successful, passionate, adventurous and easy-going Nashville-based Founder and CEO.

Your Core Responsibilities:

- Perform installation, commissioning, testing and maintenance of equipment on client premise
- Troubleshoot/triage any, in the field, anomalies that are identified
- Provide support to end-users/clients, integrators, vendors, and associated staff as needed

- Assist in the design, implementation and management of subcontractor certification training programs
- Deliver and facilitate classroom, virtual, and online learning and training as needed
- Communicate with the office team to proactively schedule onsite projects
- Constantly communicate and collaborate with sales, field managers, support, product team, and developers
- Communicate regularly with property managers to understand pain points as well as determine what will make their Zerv experience most successful
- Provide suggestions and efficiencies to improve Zerv documentation and processes
- Provide first tier, high-level technical support to field operations personnel and internal team members through a working knowledge and broad background in core technologies
- Provide feedback and recommendation for Operations Support Systems (OSS) tools improvements, process flows, event management, and correlation
- Resolve interoperability issues between customers hardware and Cox premise equipment
- Resolve incidents within a defined time period, and escalate unresolved incidents to appropriate fix agent
- Completion of assigned project field preventative maintenance activities on time and meet customer functional requirements
- Participate with instructional training to partners and clients.
- Provide field related technical feedback to the Zerv development team as required
- Lead training/certification classes for subcontractors
- Validate operational success of deployments and maintenances
- Perform service validations as required using documented operations procedures
- Serve as a brand ambassador; articulate and evangelize the vision and positioning of both the company and products
- Act as an empowered liaison between Zerv's external clients and internal resources providing exceptional service to all clients
- Facilitate effective information exchange between client and internal customers
- Must effectively use technical expertise and excel in planning, setting individual goals, and determining courses of action to effectively attain quality customer success objectives
- Manage project execution and follow up, monitor and manage information and interactions with others, balance multiple priorities, work under pressure within established time constraints, meet deadlines and objectives, and take a proactive approach to all activities ensuring customer success
- Assist other team members with projects as typical in a startup environment

You Have:

- Demonstrated that you are an analytical, strategic thinker with a proactive approach to problem-solving
- A desire to work collaboratively to foster a culture of teamwork, with a "roll up your sleeves" attitude
- Polished and professional communication skills, and naturally articulate
- Strong decision-making skills with the proven ability to multitask, prioritize, and manage time effectively in a rapidly changing entrepreneurial environment
- A positive and warm demeanor with a high energy, driven work ethic and looking for professional development
- Demonstrated success as a highly self-motivated team player with the necessary skills to work in a fast-paced, revolutionizing startup company

- Excellent judgment, with an ability to focus in on the right problems, uncover the right solutions, and bring clarity to situations with a great deal of ambiguity
- 3+ years of experience installing, troubleshooting, and repairing access control systems (preferred)
- Door and door hardware knowledge (preferred)
- Proven ability to install, terminate and test low voltage cabling and equipment.
- Proficiency in computer, laptop, and smartphone
- Excellent written and verbal communication skills, especially as they relate to technical subjects
- Experience training new clients on software applications
- Experience in a technical support capacity supporting clients using hardware and software access control solutions
- Prior experience with face-to-face client meetings
- Willingness to work outside regular business hours. While most of the work required will be in the U.S. during standard business hours, we receive inquiries from other regions. Some flexibility of working hours is therefore required.
- Willingness to travel 40% of the time to different parts of the country for in person meetings with customers, clients or vendors, for various durations, in support of projects
- General understanding of access control wiring
- Experience with LoRa technology
- Active Low Voltage, Electric, or Life safety systems licenses and/or certifications a plus
- A valid driver's license and a clean driving record

COVID-Safe Commitment:

The adoption of Zerv's "COVID-Safe Commitment" addresses the associated risks of COVID-19 in the workplace and establishes best practices during the pandemic. The implementation of a set of guidelines is to protect the safety and health of Zerv's employees, customers and vendors from COVID-19. As part of these guidelines, current and prospective Zerv employees and contractors whose role and responsibilities involve external customer-facing interactions are required to receive the COVID vaccinations, unless a reasonable accommodation is approved. This applies to the **Low Voltage Technician** whose job responsibilities involve meeting in person with customers, clients, vendors, attending trade shows or performing work at job sites.

Zerv welcomes everyone. We value diversity, equity and inclusion and are building a team that represents a variety of backgrounds, perspectives and skills. We believe every member of our team enriches the organization by broadening our ways of problem-solving current and future challenges. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or any other applicable legally protected characteristics.