



JOB OPENING – Technology Engineer – Des Moines

Walsh Door & Security is seeking an Technology Engineer to be a part of the team at our Des Moines location. We specialize in commercial doors, frames, hardware, cameras, and access control systems for projects throughout Iowa and the surrounding states. This position is responsible for providing support to our customers and field technicians regarding access control & VMS software. If you have a desire to work for a 155+ year old Midwest-based company and enjoy working in a fast-paced environment, this is a fantastic opportunity! Walsh Door & Security is a growing company with 160+ employees and three locations – Des Moines, Iowa City and Kansas City. This opportunity is a full-time, added position based in Des Moines.

Job Description:

- Troubleshooting and resolving technical issues for access control and Video Management Systems (VMS).
- Provide first line technical support of mission critical business processes for customers. Respond to customer calls by providing a high level of technical expertise and professionalism.
- Create & maintain proper documentation of customer environments.
- Provide support for our field technicians in configuring access control and VMS.
- Assist the technicians with quality assurance and testing of proper card access and video installations.
- Become the subject matter expert to educate and train customers on access control products and utilization.
- Be willing and able to obtain and maintain product specific certifications.

Job Requirements:

- Customer Service and Electronic Security experience preferred.
- Proficient in Microsoft Office applications – specifically Excel.
- Ability to be flexible and react constructively with a positive attitude.
- This is a “hands on” customer service support position. The successful candidate should have a desire to learn and develop a good understanding of the commercial door, hardware, and Electronic Security business.
- Strong verbal and written communication skills.
- Strong organizational skills
- Must be extremely dependable with an exceptional work ethic.
- Must pass pre-employment drug screen and security background check.
- Some limited travel and overnight stay are required.
- Available after hours & weekends when necessary.

Benefits:

- Health Insurance – Highly competitive, quality health insurance for single- or family-coverage options available with full-time positions. Company pays majority of premium.
- 401k Savings Plan – Company contributes up to 4% of wages.
- Life Insurance – 100% company paid \$50,000 life insurance policy.
- Short Term Disability – 100% company paid policy.
- Long Term Disability – 100% company paid policy.
- Holiday – 7 paid holidays.
- Vacation – Personal Time Off program starting on hire date.
- Dental Insurance – Delta Dental of Iowa.

To apply or for more information about our company, go to www.WalshDoor.com.

150+ YEARS QUALITY,
SERVICE & SOLUTIONS

DES MOINES

2600 Delaware Avenue
Des Moines, IA 50317
p. 515.262.9822

WalshDoor.com

IOWA CITY

2918 Industrial Park Road
Iowa City, IA 52240
p. 319.248.0114

info@WalshDoor.com

KANSAS CITY

1606 Burlington Street
North Kansas City, MO 64116
p. 816.474.4500



Walsh Door & Security is an Equal Opportunity Employer.

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