

In August of 2020, I took over as the Installation Manger at the company I work at, Intellisite. At that time, I had worked at that company for three and a half years as a technician doing field installations, technical support, and system configuration. I was given this promotion because of my experience in all aspects of the installation process, from design and configuration to installation and support. I also showed an ability to lead and showed good judgement.

Once I was promoted to manager, my first goal was to work with my team to get us caught up on shipping some product that was behind schedule. Within the first two weeks we shipped out all the product that was behind schedule. We needed this product shipped out because going forward it was going to be handled by a new warehouse and they couldn't fully take over until we had sent out the last of the product we had at our warehouse. Shipping the last of this product out allowed us to move production and configuration to our new partner warehouse and go back to focusing on our core business of video surveillance systems. During the transition to the new warehouse, I also assisted in training their staff on the setup and configuration of our product and was their point of contact when the CTO and other high level technical staff were unavailable.

Once that was complete and our office refocused on our regular products, my next task was training my field installers on the technical aspects of the job. Up until that point, most technical aspects were handled by myself or my two superiors. However, because my superiors were also the owners of the company, most of those tasks fell on me. By training my field installers how to perform the more technical aspects of the job, it allowed the company and the individuals to be more efficient. The lead field installer worked side by side with me for approximately two years and learned a lot from watching me, but he never took the initiative to learn more, only what he learned in the field watching me. I always encouraged my coworkers to

learn more about what I did so they could be more valuable to the company and able to make more money. The coworkers that never tried to grow and learn were always the ones who complained about not getting raises often.

Once I became the manager and was not in the field all the time, I pushed them all to learn more on their own. I began scheduling days in the office for the field installers to learn how to configure cameras, servers, wireless bridges, and routers. By learning how to configure the equipment and teaching them about the hardware and software in the systems, they would understand how everything works together so they can be more efficient when doing repairs. They would also be able to perform technical diagnostics and repairs without needing to rely on me, making them more efficient and saving the company money.

My most recent project is training one of my field installers to be the new Installation Manager. Since I will be completing my degree soon, I will be looking for new work or will want to transition to a more technical role. Training him requires giving him more responsibility and instilling good practices in him such as completing his work orders daily and pushing him to learn more. He has shown progress and has shown a strong desire to learn more and grow. Whether this is due to my encouragement, fear of being fired, or just a desire to make more money I am unsure. I would imagine it is a combination of all three, but hopefully it was initially due to my encouragement.

While the business has decided to outsource most of our installs to contractors, having an internal team with the tools and knowledge to complete the installs will help the outsourced installs go more smoothly since the internal team can be on call to assist remotely or be on site to supervise if necessary. My final goal as installation manager is to have all my technicians proficient in both the hardware installation and technical diagnostics and repair. This will require

them having a clear understanding of low voltage wiring, data cabling, networking, and software. All my installers have shown a desire to learn more and grow, especially my newest one. I always encourage them to try to figure it out on their own before asking for help as I believe hands on learning will teach them faster than reading about it or being shown what to do. I will continue to push my installers to learn more, not just to help the business, but to help them. I believe having knowledge can improve all aspects of a person's life. By understanding technology better, this will let them be better employees, help the business grow because they will be able to train new employees as well. It will also help the business be more stable since there will be fewer single points of failure. Lastly, it will help them be more marketable to future employers if they ever decided to leave the company and help them push for bigger raises while they work here.