



We're Hiring: Service Technician – Smart Home Systems & IT Support

Location: Coquitlam, BC

Job Type: Full-Time, Permanent

Salary: \$28–\$32/hr (Based on experience, skill set, and certifications)

Includes: Company van, phone, laptop

Be the Hero Behind the Screen – Join Graytek's Service Team

Do you love solving problems and helping people? Do you get a sense of satisfaction from troubleshooting tech and delivering a smooth, stress-free experience for clients? If you've got solid IT skills, a calm, customer-first mindset, and a knack for smart home systems, we want to meet you.

Graytek is a multi-award-winning smart home integration firm, building ultra-reliable, beautifully designed systems in some of Vancouver's most stunning custom homes. As a **Service Technician**, you'll be the face of Graytek when our clients need support most—bringing their technology back online, solving the mysteries of their systems, and delivering world-class service every time.

What You'll Do

As a **Service Technician**, your work will focus on supporting, diagnosing, and resolving issues across the full range of Graytek systems. You'll work both independently and collaboratively across projects that require both field visits and remote technical support.

Your day-to-day includes:

- Providing **remote and on-site troubleshooting** for networks, AV systems, control systems, lighting, and security
- Diagnosing and resolving **network and connectivity issues**, including VLANs, VPNs, Wi-Fi coverage, and controller access
- Supporting and maintaining smart home platforms such as **Crestron Home, Lutron, Ubiquiti, Control4, OvRC**, and more
- Updating firmware, managing devices, and optimizing system performance
- Performing service visits to client homes and maintaining a professional, calm, and respectful demeanor



- Be an integral part of our dedicated Service Team working with Senior Service technicians, Service Coordinator and the Service Manager to provide exceptional client care
 - Responding to service tickets with timeliness and attention to detail
 - Educating and empowering clients to use their systems with confidence
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Who You Are

You're a natural problem-solver. You're curious, calm under pressure, and genuinely enjoy helping others. Whether it's a broken connection, a system reboot, or a full network reconfiguration—you're ready to dig in and make it right.

You'll be a great fit if you have:

- **2–4 years of technical support, IT, or smart home service experience**
 - Strong foundation in **networking, IT systems, and device management**
 - Familiarity with **home automation platforms** (Crestron, Control4, Lutron, Ubiquiti, etc.)
 - Excellent communication and **customer service skills**—you know how to explain tech in plain language
 - Ability to **read and update technical documentation** and wiring schematics
 - Solid time management and the ability to work both independently and as part of a team
 - A **valid driver's license** and clean driving record
 - Comfort working in high-end residential environments
 - Bonus: FSR, TQ, or other certifications in IT, security and integration
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What We Offer

We know the value of a great service technician—and we take care of our team. Here's what you can expect:

- **Competitive hourly wage: \$28–\$32/hr**, based on experience, skill set, and certifications
 - **Company service van**, fuel card, laptop, and mobile phone
 - **Full health and dental benefits**
 - Access to in-house training through the **Graytek Training Academy (GTA)**
 - A supportive, professional team that takes pride in craftsmanship and client care
 - The chance to work on **some of Vancouver's most advanced smart homes**
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Ready to Level Up Your Career?

If you're an experienced support technician or smart home pro looking for your next challenge—or someone with strong IT roots who's ready to expand into smart home systems—we want to hear from you.

At Graytek, you're not just joining a company—you're joining a culture of **excellence, learning, and long-term growth**. Through our in-house **Graytek Training Academy (GTA)**, you'll have access to industry-leading resources that help you take your skills to the next level:

- **Get Paid to Learn** – Through GTA and our LMS-powered Hands-On Clinics, you'll receive structured, paid training from day one – and build YOUR career
- **Hands-on training clinics** to deepen your expertise in networking, lighting, shading, audio, and automation systems
- **Online learning modules** and technical quizzes through our internal LMS to keep your certifications and skills current
- **Pathways to certification**, including mentorship and sponsorship support for industry designations like the **Security Systems Technician Certificate of Qualification (TQ)**, **SkilledTradesBC**, **CEDIA CIT**, and more
- Real-time coaching and development opportunities on live, award-winning projects
- A structured, supportive environment that helps you grow from technician to team leader—and beyond

Whether you're deepening your IT knowledge, improving your troubleshooting skills, or earning credentials that open new doors, **Graytek and GTA are built to help you grow**.

[!\[\]\(5361750c22c4e047a52f4eac1ec2d4cc_img.jpg\) **Apply today**](#) and join a company where your skills are valued, your growth is supported, and your work truly makes a difference.