



BIG STATE ELECTRIC, LTD.

SAN ANTONIO / AUSTIN / HOUSTON / CORPUS CHRISTI / DFW

1650 N. SAM HOUSTON PKWY E. • HOUSTON, TX 77032

PH: 281.807.0400 • FAX: 281.807.0404

TECL#19035 • FIRE# ACR-1750578 • TOPS# B07297401

POSITION: Security Service Manager – Limited Energy Systems

Big State Electric, Ltd. • Electronic Safety & Security • Full-time • Houston Texas, United States

Travel: Moderate, Regional

Reports to: ESS Leadership

Role Description

Big State Electric is seeking an experienced, hands-on Security Service Manager to lead and grow electronic security service operations in the Houston metroplex area. This role manages technicians, customer relationships, maintenance programs, service quality, and technical escalations for access control, video surveillance, and intrusion detection systems.

About Big State Electric, Ltd.

Established in 1966, Big State Electric, Ltd. is a respected name in the construction industry, known for delivering top-quality electrical installations built on expert workmanship and reliability. We focus on providing unparalleled service, safety, and professionalism. Leveraging advanced technologies such as Safety Systems, BIM, and AutoCAD, we offer comprehensive in-house services including engineering, preconstruction, fire alarm systems, automation, and more. With extensive experience in diverse commercial electrical applications such as hospitals, educational facilities, and industrial environments, we are committed to excellence and innovation in every project. Big State Electric upholds a legacy of strong values and ethical business practices while driving forward with contemporary innovations.

Responsibilities

- Lead daily service operations, technician scheduling, dispatching, workload balancing, and regional resource planning.
- Supervise, mentor, and develop technicians while monitoring productivity, response times, workmanship, and documentation.
- Serve as the escalation point for complex technical issues, warranty matters, manufacturer support, upgrades, and migrations.
- Manage preventive maintenance, inspections, service agreements, corrective actions, and closeout requirements.
- Maintain strong customer relationships and consistently deliver responsive, high-quality service.
- Support estimating and sales opportunities and coordinate service-related scope, labor, and technical requirements.
- Ensure compliance with company safety standards, Texas licensing requirements, cybersecurity practices, and manufacturer standards.



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Technical Experience

- Strong working knowledge of multiple commercial security platforms is required, including:
- Access Control: Genetec, DNA Fusion, AccessIt, Avigilon ACM, Gallagher, AMAG, and Mercury-based platforms.
- Video Surveillance: Genetec, Milestone XProtect, Avigilon Unity, ExacqVision, Hanwha, Axis, and Bosch.
- Intrusion Detection: DMP, Bosch, Honeywell Commercial, DSC, and UL-listed commercial burglar alarm systems.
- Additional Skills: IP networking, cameras, door hardware and locking systems, integrations, troubleshooting, remote diagnostics, software lifecycle management, and physical-security cybersecurity practices.

Preferred Qualifications

- 7+ years of electronic security experience, including 3+ years leading service technicians, field teams, or operations.
- Demonstrated success managing commercial security service delivery, maintenance agreements, and customer relationships.
- Ability to read construction drawings, risers, and system documentation and communicate clearly with customers and field personnel.
- Strong leadership, organization, troubleshooting, and decision-making skills.
- Texas security licensing knowledge and manufacturer certifications preferred; NICET is desirable.

What We Offer

- Competitive salary and vehicle allowance or company vehicle
- Medical, dental, and vision benefits; 401(k) with company match
- Paid time off, holidays, training, certifications, and advancement opportunities

Join a growing Texas-based organization delivering leading electronic security solutions. This position offers the opportunity to build a high-performing service team, support customers, and work with the industry's top security platforms.

Please email your resume/qualifications to Jordan Callender at jordan.callender@bigstateelectric.com or careers@bigstateelectric.com.