

Work Vapor

<https://workvapor.com/jobs/techline-operator-field-tech-support-role-46k-56k-equity-flock-safety/>

Techline Operator – Field Tech Support Role

Base Salary

USD 46000 - USD 56000

Description

Company: Flock Safety

Position: Techline Operator

Industry: Safety Technology | Public Safety | SaaS

Location: Remote – United States

Employment Type: Full Time

Salary: \$46,000 – \$56,000 per year + Overtime + Equity

Contact Us:

Email: recruiting@flocksafety.com

Key Responsibilities:

- Provide live regional technical support to field technicians and third-party contractors via chat
- Diagnose and resolve complex technical issues with in-depth investigations
- Review and quality-check work orders and site plans to ensure 100% accuracy
- Monitor daily projects, track discrepancies, and coordinate with supervisors for resolution
- Develop subject-matter expertise in Field Service processes and Flock products

Skills & Qualifications:

- Experience with field service operations and web-based software tools
- Strong written and verbal communication skills
- Highly organized with strong attention to detail and urgency
- Ability to multitask in a fast-paced, queue-based environment
- Familiarity with CCTV systems, Google Workspace, or Mac products is a plus

Compensation & Benefits:

- Equity (Stock Options) included
- Flexible PTO + 11 company holidays
- 100% employer-paid Medical, Dental, Vision + HSA match
- 12 weeks paid parental leave + additional recovery leave for birthing parents
- \$150/month Remote stipend + \$750 Home Office stipend
- \$300/year Productivity stipend
- Mental health, fertility, caregiver, and tax advisory benefits

Hiring organization

Flock Safety

Employment Type

Full-time, Part-time

Job Location

US

Remote work from: USA

Date posted

02/13/2026

Additional Information:

- Must align work hours with assigned U.S. region/time zone
- Weekend availability may be required
- Open to candidates across the United States, priority hubs include Atlanta, Austin, Boston, Chicago, Denver, Los Angeles, NYC, and San Francisco

How to Apply

Send your resume directly to recruiting@flocksafety.com