

ELECTRONIC SECURITY SYSTEMS TECHNICIAN

Job Code	Pay Grade
17445	CL14

Nature of Work

This is responsible technical and administrative work coordinating a wide range of activities to support a geographically dispersed complex of highly automated government access security control related systems and equipment that requires continuous monitoring, maintenance, and repairs. The incumbent serves as the system's focal point of contact supporting the overall centralized security control system. The incumbent performs this specialized work and assists in agency security systems planning, administration, and provides daily support to the work complex and widespread property/building security complex. The incumbent takes responsibility for the day-to-day database service related functions to maintain physical security gates/equipment, surveillance cameras, access devices, and other technologies. The incumbent coordinates and provides a broad range of administrative and technical tasks focusing primarily on matters that are unique to various electronic Lenel Access Control Hardware systems. The incumbent receives and coordinates work orders, contacts with vendors/service providers, and completes other assignments to ensure timely and effective systems security card access, video surveillance, and other support. The incumbent independently resolves a variety of routine and non-routine field and technical problems requiring problem solving in security systems operations; to include assisting in the actual performance of advanced complex technical installations, complete technical repairs on complex security systems software. The incumbent reports to a manager, technical supervisor or designee.

Minimum Qualification Requirements

- 3 years of systems administration and technical support experience servicing a geographically dispersed complex of highly automated government access security control related systems and equipment that includes 1 year of responsible experience delivering highly technical security card access, advanced video surveillance or equivalent electronic controlled equipment and controlled services to a large and geographically dispersed organization; or
- Associate's degree or two year related vocational training related to engineering technology and automated equipment applications, or related field and 1 year experience as described above, or
- An equivalent combination of education, training and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Training or a combination of training and experience in security systems as they relate to security card access and video surveillance, and automated equipment support technologies.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Serves as the central point of contact in the department for technical security system for security/card access.
- Monitors operations and maintenance of video surveillance systems.
- Requests, schedules, and coordinates maintenance and repairs on security system hardware and software.
- Coordinates orders on services, cell phones, hand-held radios and other administrative and financial support to include preparing purchase request orders and payment requests for equipment, services, and other matters.
- Receives, responds, and administratively coordinates requests for security card access and video surveillance system services, maintenance, and repairs.

ELECTRONICS SECURITY SYSTEMS TECHNICIAN (continued)

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Illustrative Tasks (continued)

- Documents requests, troubleshoots, maintains, performs basic diagnosis, analyzes, and performs or initiates orders and management requests to ensure corrective steps to resolve problems with site security systems.
- Creates, edits, and troubleshoots technical, administrative, and service or support related problems.
- Assists with plans; orders, tracks and documents upgrades, expansions, shutdowns, and new installations to security system; may meet with engineering, consulting engineers, integrators, or software and hardware technicians.
- May assist or install new and updated versions of software; coordinates installations of hardware and data communications equipment; maintains server for end-user to get data, screens and plant and system alarming.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of basic computer operations and the concepts of operating systems and application software.
- Knowledge of basic information network or operating systems troubleshooting and maintenance procedures.
- Knowledge of basic network equipment, i.e., switches, hubs, protocol converters.
- Knowledge of basic document management systems and security systems to assist personnel to ensure that all systems are efficiently operating 24/7.
- Knowledge of basic telemetry systems, data communications, data acquisition and multiple communication protocols, and various communications protocols.
- Knowledge of office automation, data processing and word processing equipment, practices, and procedures.
- Knowledge of policies and procedures as applied to highly specialized departmental administrative processes connected with delivery of public services.
- Knowledge of purchasing function, finance, and accounting.
- Knowledge of the principles and procedures of office administration and customer service.
- Knowledge of wide area networking, security, and alarming.

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Revised	EEOC Code	Overtime Code
8/15	Technicians	Classified