

## **JOB DESCRIPTION**

BCGEU

1. Position No. 81864	2. Descriptive Working Title Security & Emergency Services Technician		3. Present Classification SA1
4. Department Security & Emergency Services	5. Branch/Section Strategic Business Operations and Performance	6. Work Location Telework Eligible	Date January 2022
7. Position No. of Supervisor 23024	8. Descriptive Work Title of Supervisor DIRECTOR, SECURITY & EMERGENCY SERVICES		9. Classification of Supervisor Excluded Mgt
10. Job Summary:			

Reporting to the Director, Security and Emergency Services (SES), the Security and Emergency Services Technician position provides technical support and expertise to staff on Closed Circuit TV (CCTV) and Digital Access Control (DAC) systems, equipment, and software at regional offices and housing developments across the province. He/she/they assist site staff with troubleshooting issues, reviews technical contracts for accuracy, investigates technical issues as well as develops security tools and resources. The incumbent works closely with site staff, security system contractors, IMT and other business units to ensure that any new technologies or changes to technologies are deployed as seamlessly as possible.

11. Duties:
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1. Acts as subject matter expert by providing technical support and expertise on the video surveillance (CCTV and DAC) systems, equipment and software at BC Housing offices and sites across the province.
2. Assists site staff with troubleshooting technical issues related to the CCTV and DAC equipment and software. Triage issues to the contractor or IMT for resolution.
3. Works with contractors to coordinate installations, repairs, and maintenance of CCTV and DAC equipment and software. Closely monitors systems to identify and investigate technical issues.
4. Develops tools and maintains databases for SES, including security site maps, inventory tracking and life cycle of equipment and applications.
5. Reviews contract language for accuracy and compliance to BC Housing requirements, and ensures contractor adherence to contract provisions.
6. Liaises with IMT on system updates, and to ensure smooth integration of new CCTV and DAC technology with existing systems and security programs.
7. Works with contractor to review and update BC Housing's CCTV and DAC Standards Manuals for standardized implementation of CCTV and DAC systems.
8. Develops documentation of new and revised processes, resource materials, and reference tools for staff on CCTV and DAC technologies.

9. Acts as first point of contact for site staff on CCTV and DAC system inquiries and upgrades. Prepares and delivers training to site staff on procedures, technical documents, and resources.
10. Assists with retrieving and providing video files from video surveillance equipment (CCTV) by copying files to approved encrypted mediums, recording encryption codes for sharing with external stakeholders, preparing draft documentation, and arranging for delivery.
11. Keeps current with CCTV and DAC trends and researches to identify new and innovative technologies and approaches that could enhance the accomplishment of the Commission's business objectives.
12. Incorporates perspectives of lived expertise and considers the range of diverse resident populations (Indigenous peoples, racialized groups, people with disabilities, immigrant populations, 2SLGBTQ+ communities, etc.) to ensure equitable outcomes result from service delivery and program initiatives.
13. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

**STAFFING CRITERIA**

1. Position No. 81864	2. Descriptive Working Title Security & Emergency Services Technician	3. Present Classification SA1
4. Education, Training and Experience		

Diploma in Information Technology, Computer Science or other relevant field.

Considerable experience with security systems, participating in technical projects and working in a Microsoft Service Desk environment.

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities
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**Core Competencies:**

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
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- Considerable knowledge in technical configuration, implementation and support experience with the following CCTV and DAC software and technologies:
    - 3xLogic VIGIL Video Management System and Vigil Central Management (VCM)
    - Identiv Freedom Access Control software
    - Microsoft
  - Considerable technical knowledge of desktop, laptop and mobile technologies
  - Sound knowledge of project management
  - Sound knowledge of new technology trends and opportunities
  - Excellent organizational, analytical and problem-solving skills
  - Excellent communication, facilitation, and interpersonal skills
  - Excellent customer service skills
  - Ability to provide knowledge, expertise, training, and advice to staff regarding security systems technologies
  - Ability to create both end user and technical documentation
  - Ability to work within a team
  - Ability to work effectively with minimum supervision
  - Ability to excel working under pressure to meet deadlines and changing priorities
  - Ability to use sound judgement in analysing problems and identifying weaknesses in services, policies and procedures.
  - Ability to apply an intersectional analysis to programs and policies.
  - Ability to be sensitive to the diverse perspectives of stakeholders and resolve conflicts in service delivery or program design.
  - Ability to lift computer equipment up to 23 kg.
  - Ability to arrange transportation to various Directly Managed sites and regional offices
  - Occasional travel to regional offices outside the Lower Mainland may also be required

A Criminal Record Check is Required.