

JOB DESCRIPTION
BCGEU

1. Position No. 81864	2. Descriptive Working Title Security & Emergency Services Technician		3. Present Classification SA1
4. Branch Strategic Business Operations and Performance	5. Department Security & Emergency Services	6. Work Location Hybrid – Site Central	Date January 2022 Revised July 2023; Oct 2023
7. Position No. of Supervisor 23024	8. Descriptive Work Title of Supervisor DIRECTOR, SECURITY & EMERGENCY SERVICES		9. Classification of Supervisor Excluded Mgmt
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:

1. 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.
2. Works with contractors to review quotes and designs, coordinates installations, repairs, and maintenance of CCTV and DAC equipment and software. Closely monitors systems to identify and investigate technical issues.
3. Conducts quality assurance after contractors complete an installation and provides input on outstanding issues prior to the approval by SES of the contractors Certificate of Completion.
4. Participate in projects affecting the SES team and security systems used by and at BC Housing Directly Managed properties and Corporate Offices. Collaborates with the Director, SES and with the SES Program Advisors regarding the objectives and scope of various projects and proposed impacts to the SES, IMT Teams, site staff, and the approved integrators.
5. Coordinates testing, implementation and evaluation of new technologies introduced to support SES team responsibility for security systems at Directly Managed properties and corporate offices. Works closely with IMT, the Service Desk staff, site staff, and contractors to determine and resolve issues where dependencies and conflicts occur when new technology affects other systems, business units and users across BC Housing and within the IMT.

6. Coordinates the preparation and development of new and revised processes, resource materials, reference tools, and maintains databases for SES, including security site maps, inventory tracking and life cycle of equipment and applications for implementation and use by BC Housing staff and contractors.
7. 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.
8. Reviews contract language for accuracy and compliance to BC Housing requirements, and ensures contractor adherence to contract provisions.
9. Liaises with IMT on system updates, and to ensure smooth integration of new CCTV and DAC technology with existing systems and security programs.
10. Works with contractor and IMT to review and update BC Housing's CCTV and DAC Standards Manuals and specification documents for standardized implementation of CCTV and DAC systems.
11. Collects and maintains an inventory and tests decommissioned devices and equipment for possible re-use to other sites.
12. 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.
13. 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.
14. 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

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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

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 independently with minimum supervision as well as work effectively as part of a team
 - 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 (Indigenous peoples, racialized groups, people with disabilities, immigrant populations, 2SLGBTQ+ communities, etc.) 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
 - Ability to travel to regional offices outside the Lower Mainland as required

6. Occupational Certification

A Criminal Record Check is Required.