



West Valley - Mission

Community College District

CLASS SPECIFICATION

FACILITIES SECURITY TECHNICIAN

Classified Position (Non-Exempt Status)

Classified Operations & Support Services Salary Schedule – Range 72

DEFINITION

To perform skilled maintenance, repair and technical duties related to access control, alarm monitoring and security surveillance systems; to install, configure, troubleshoot and maintain hardware and networks; and to assist with larger or more complex facilities security jobs.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Facilities Security Technician class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Configure, manage, operate, monitor and maintain access control and alarm monitoring, security surveillance, and key lock systems, including configuration of user IDs and security levels.

Program and maintain server generated events for security hardware, including doors, lockdown pull stations, emergency talk boxes, glass brake detectors, door position monitors, request to exit switches and cameras.

Troubleshoot and solve applicable software, hardware, and facility security system problems.

Research, evaluate, and recommend new facilities security technology, hardware, software and systems; liaison with vendors and service contractors.

Map out and maintain key lock system for new and existing buildings; provide recommendations and specifications for purchase; identify locations for stand-alone and networked proximity readers.

Perform a variety of installation and repair duties in the hardware/locksmith trade.

Operate and maintain video management system servers, infrastructure, and workstations; coordinate user management, video review and preservation, camera and encoder programming and alarms.

Ensure that new and upgraded systems work effectively with current systems and programs; determine and document proper installation parameters for software and hardware in order to ensure smooth integration, transition and efficiency.

Provide technical and functional oversight of vendors, contract staff and/or students during the construction, maintenance and implementation of assigned projects.

Respond to immediate safety and/or operational concerns; inform management of existing or potential problems; maintain problem logs; communicate with higher-level staff regarding documentation, testing and scheduling concerns; communicate installation and/or testing problems to users and keep them apprised of schedule changes.

Organize, review and track work order requests; maintain appropriate maintenance records and reports.

Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic hardware and software related to facilities security systems.

Basic methods, tools and techniques of testing, troubleshooting, problem solving and maintenance of hardware and software related to facilities security systems.

Basic operational characteristics of technology related to access control, alarm monitoring and security surveillance systems.

Principles and practices related to facilities security such as to computers, mobile devices, audiovisual, network, client server technologies, network operating systems, and communication systems.

Operating systems relevant to facilities security systems.

Ability to:

Install, configure, maintain, repair and modify a variety of computer equipment, software, communications, servers and desktops, and related peripheral equipment and systems.

Analyze, diagnose and repair lock malfunctions in both hardware and software systems.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.

Learn to troubleshoot problems related to facilities security and communication systems; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and initiate corrective actions.

Learn to install, maintain, repair and modify a variety of computer equipment, software and electronic equipment and systems relative to facility security.

Communicate technical issues to individuals with varying degrees of information technology knowledge.

Write procedures and documentation for problems, solutions and standards.

Read, comprehend and retain technical information related to area of assignment.

Track service requests and trouble reports and ensure problems are resolved.

Organize and manage multiple priorities and perform a variety of work assignments.

Provide on-call service, when assigned, during off hours, evenings, weekends and holidays.

Use sound judgment in recognizing scope of authority.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative, and collaborative working relationships with others.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience

Two years of responsible technology systems experience relative to lock and security systems.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework degree in information systems, security or a related field.

License and Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Possession of, or ability to obtain, an appropriate, valid C-CURE (Computer-Coordinated Universal Retrieval Entry) certification.

EEO Category: Skilled Craft

Date Approved: September 24, 2019