



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Surveillance & Access Control Technician
Reports To: Security Manager
Division: Guest Services

Position Code: 1196-110
Classification: Non-exempt
Date: 04/2024

JOB SUMMARY:

Under general direction, ensures a safe and welcoming environment by utilizing surveillance and access control systems to provide security support. Provides operational and technical expertise on surveillance and access control systems along with assisting internal and external stakeholders with security needs.

ESSENTIAL JOB FUNCTIONS:

- Serves as the primary contact for the surveillance and access control systems.
- Assists the security manager with the library's surveillance and access control systems and related activities.
- Assists in determining the placement of surveillance equipment; installs new and replaces existing surveillance hardware; repairs and services existing equipment; maintains equipment inventory and prepares orders for purchase as needed for supplies and parts.
- Performs basic data entry in the accounting system for accounts payable and purchase orders, investigates and corrects invoicing problems, and works closely with the Business Office to resolve billing issues.
- Analyzes existing surveillance systems, reviews, and records surveillance images as directed, and makes recommendations to the security manager for changes or improvements.
- Participates with the Information Technology department in monitoring access control software and assessing access control permissions for appropriateness.
- Generates access control reports as requested.
- Maintains the inventory of access control devices and other access control and security-related technologies.
- Assists with training and educating the library staff and contract security staff on the surveillance and access control systems as directed.
- Performs routine visits to Metropolitan Library System (MLS) facilities to assist with surveillance and access control systems, including evaluations of surveillance equipment and access control points of interest; conducts alarm system and panic system tests; determines the need for additional security measures as necessary.
- Prepares written and oral reports for the security manager covering specific incidents, hazardous conditions, and other security and safety-related matters identified by the review of video surveillance and/or direct observation.
- Troubleshoots electronic surveillance user(s) issues and provides diagnoses by phone, email, and/or in-person to determine if the issue is a hardware or software-related issue.
- Attends continuing education workshops and training programs, in addition to reading trade and professional journals and publications, to maintain proficiency.
- Provides excellent service to internal and external guests.
- Completes all required and assigned training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Drives personal vehicle to and from various locations.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guest records, and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to other library locations.
- Occasional travel within the state for appropriate professional development and networking.

INTERACTION:

- Interaction with all levels of staff, stakeholders, vendors, contractors, law enforcement, and the public.

MATERIAL AND EQUIPMENT USED:

- Access Control Systems and Equipment
- Computer(s)/Printer(s)
- General Office Equipment
- Hand Tools
- Ladders
- Various Surveillance Systems and Equipment
- Vehicle (personal)

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

- High School Diploma or GED; and
- Two years of experience working with surveillance and access control systems, including installing, maintaining and/or repairing system(s) components.

Licenses and Certifications:

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Secondary education (Vocational Certification) or higher education degree in security studies or a related field
- Three years of experience working with surveillance and access control systems while working in a Security Department in an organization such as a school, public library, or other government/public entity working with the public.

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Physical access control and security surveillance systems
- Computer applications and programs utilized for video surveillance, access control, and other duties related to the performance of the essential functions of the job.
- Electronic testing equipment.
- Networked access control systems
- Technical and operating methods, tools, equipment, and materials used in security system equipment testing, repair, installation, and maintenance work.
- Technical knowledge of security systems components, design, and topology including access control, video surveillance, intercom, intrusion, alarm, and LAN/WAN
- All computer applications and hardware related to the performance of the essential functions of the job.

Skill in:

- Communicating clearly and effectively, both orally and written.
- Using small hand tools to install, service, and repair equipment. (e.g., works with a variety of hand power tools, such as drills, screwdrivers, wire strippers, hacksaws, and crimpers).
- Applying mechanical and electrical aptitude to install, service, repair, and replace equipment.
- Troubleshooting problems and identifying solutions
- Installing and repairing security systems, programming, and monitoring security cameras, and controlling access to buildings.
- Setting priorities, meeting critical deadlines, and following up on assignments and tasks with minimal supervision.
- Using interpersonal skills necessary to effectively interact with internal staff, guests, vendors, contractors, and law enforcement to give and extricate information in a courteous and friendly manner.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to issues.

Mental and Physical Abilities:

- Ability to read and interpret basic blueprints and drawings.
- Ability to distinguish between hardware, software, and/or maintenance problems, relying on user description and remote observation, without always having to see the equipment.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, and procedure manuals.
- Ability to analyze reports, access control activity, intrusion alarms, correspondence, instructions for equipment operation, and procedure manuals.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, use hands to finger, handle or feel, reach, climb or balance, crawl, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to bend, stoop, crouch, crawl, kneel, and lift and/or move up to 50 pounds.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like. Occasional outside work is required with exposure to weather conditions.
- While performing the essential functions of this position the employee is frequently exposed to the risk of electrical shock and will be expected to climb, balance, and work on ladders.
- Occasional evening or weekend work may be required.
- This position is eligible for Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as the accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.