

Job Description

Job title	Associate Security Systems Technician
Directorate	BUSINESS : Business Support
Division	Technology
Range	MPR 3
Reports to	Lead Network & Cyber Security Engineer

Main purpose of the job:

To assist the Security Systems Technician with their responsibilities; including the installation, commissioning, servicing and diagnosing of faults on Council CCTV surveillance systems

Accountabilities and outcomes:

To assist the Security Systems Technician with the installation, commissioning and servicing of CCTV surveillance systems and control room.

To assist with site surveys and remedial fault analysis, in line with expectations as set out within the Service Level Agreement with Kyndi Ltd.

To help to maintain an accurate asset record and support with delivery of a biannual Planned Preventative Maintenance (PPM) report for relevant stakeholders.

To work alongside multi-disciplinary teams within the Council; identifying new technologies, CCTV, and radio equipment to enhance solutions.

To meet with stakeholders virtually, and/or on-site, to understand requirements and design successful solutions.

To understand and apply relevant policy and legislation.

To promote best practices by adhering to Health and Safety Standards.

To be continuously learning and developing to understand the programming and assembly of CCTV assets.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Lead Network & Cyber Security Engineer.

The post holder will not be required to line manage others

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Good general education, GCSE's A-C, or equivalent including English and Maths, A level (A to D) or equivalent
- Driving Licence

Level B (in addition)

- IPAF Level 1b/1b+ Static Boom
- Practical CCTV Installation Course (BTEC level 3 or equivalent)

Level C (in addition)

- Security Industry Authority (SIA) Licence (Public Space Surveillance)
-

Knowledge

Level A

- You have some working knowledge, or understanding of the installation, configuration of CCTV surveillance systems.
- You can demonstrate a willingness to learn to identify issues and ways to fix problems. You can showcase an ability to think logically, analytically and strategically
- You can demonstrate awareness of a wide variety of IP camera surveillance systems (such as Hikvision, Axis, Avigilon, Bosch, Hanwha, Verkada etc.), their specifications and installation methods.
- You can demonstrate a foundation level of knowledge and practice of Security System British/EN Standard and knowledge of NSI Standards.

Level B (in addition)

- You can confidently recite relevant policy and legislation with respect to community safety and surveillance camera systems.

Level C (in addition)

- You can identify appropriate ways to test and ensure the reliability and accuracy of CCTV systems.
- You can demonstrate a keen eye for identifying and rectifying technical issues.
- You are proficient in the latest policy and legalisation concerning your role; and are working towards a qualification relevant to your role.

Experience

Level A

- You are able to demonstrate some practical experience in infrastructure, power, communications, resources and processes required to manage and develop an effective public realm CCTV system

Level B *(in addition)*

- You can assist with the maintenance and repair of CCTV systems. These include cameras, DVRs, monitors, and associated cabling and hardware

Level C *(in addition)*

- You can assist with site surveys and identify appropriate ways to diagnose issues

Skills

Level A

- You have a strong 'can do' attitude.
- You are a team player, with an ability to work under pressure, meet deadlines and confidentiality
- You have manual dexterity, with ability to assemble and fix electronic equipment to a prescribed standard.
- You are aware of the need to translate technical concepts into non-technical language
- You have a working knowledge of Microsoft Office and have an awareness of specialist software and tools relevant to your role
- You have a full UK Drivers Licence
- You are comfortable working at height (up to 10m from ground level) and at times, by the roadside.
- You can execute a safe working environment for you and other members of your team; adhering to the Highways Act when working near the roadside and/or public realm.

Level B *(in addition)*

- You understand what communication is required with internal and external stakeholders.
- You can start to use relevant tools and software independently; explaining how they can be used in the management and delivery of the CCTV network
- You understand how to apply basic techniques for project management.

Level C *(in addition)*

- You have a good understanding of the context of your work and the strengths and weaknesses of analysis and are able to communicate these clearly and concisely.
- You should be able to confidently use at least one piece specialist software or system relevant to your role; with a basic knowledge of Electronic Security Systems (ESS)
- You know about project management techniques and can start to apply them independently, seeking guidance where necessary.