CITY OF HOUSTON

JOB DESCRIPTION

Job Code**:** 668.2

Job Title: **SENIOR SECURITY TECHNICIAN**

Pay Grade: 23

GENERAL SUMMARY:

Performs complex, highly skilled technical work in the design, installation, operation, maintenance and repair of security systems.

RESPONSIBILITIES:

- Installs, maintains and repairs systems such as CCTV, access control and intrusion alarm.
- Assists in identifying and selecting security equipment for purchase.
- Diagnose security system failures; interfaces with vendors to resolve problems with various types of security hardware and software.
- Evaluates network design to make recommendations for improvements in system performance.
- Analyzes analog and digital system malfunctions and repairs system components.
- Responds to complaints and inquiries relating to security hardware and operation problems to clarify procedures in the absence of established guidelines.
- Operates test equipment to isolate software/hardware circuits or cable related problems.
- Trains personnel on security system capabilities, technical procedures, installation and operation.
- May lead other security technicians.
- Performs other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires an Associate's degree in a computer science, instrumentation or electronics discipline or the equivalent, such as certification in a technical/specialty program of up to three years in duration.

EXPERIENCE:
Four years of experience in the design, installation, operation and/or maintenance of a security system, computerized network or industrial control system are required.

SPECIFICATIONS: (continued)

SUBSTITUTION:
Two years of additional experience in the design, installation, operation, maintenance, and repair of security systems may be substituted for the education requirement.

LICENSE:
Requires a valid class "C" Texas driver's license and compliance with the City of Houston's policy on driving.

COMPLEXITY:
Work is somewhat complex and varied and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

IMPACT OF ACTIONS:
Errors in work could lead to significant expense and inconvenience. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation in setting work objectives.

SUPERVISION EXERCISED:

Direct Supervision:
Involves general scheduling and review of work as a lead technician.

Indirect Supervision:
No indirect supervision.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with technical staff and occasionally with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is primarily with lower-level service representative and vendors. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:
This position requires lifting of heavy items of up to 60 pounds and/or walking on rough surfaces routinely and/or regular physical exertion such as climbing.

WORK ENVIRONMENT:
There are routine exposures to significant levels of heat, cold, moisture, and air pollution. The position may involve exposure to chemical substances and physical trauma of a minor nature such as cuts, bruises and minor burns.

PHYSICAL SKILL:
Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Security Technician
Senior Security Technician
Security Technician Supervisor

Effective Date: October 1, 2014
Revised Date: September 2023