CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 668.5

Job Title: **SECURITY TECHNICIAN SUPERVISOR**

Pay Grade: 25

GENERAL SUMMARY:

Supervises and works with security personnel in the design, installation, operation, maintenance and repair of security systems. Monitors the overall effectiveness of daily security operations.

RESPONSIBILITIES:

- Plans, organizes and supervises personnel in the installation, maintenance and repair of security systems such as CCTV, access control and intrusion alarm.
- Trains personnel on security system capabilities, technical procedures, installations and operations.
- Schedules resources to meet work order requirements and tracks completion.
- Prepares required reports.
- Responds to complaints and inquires related to security hardware and operation problems to clarify procedures in the absence of established guidelines.
- Evaluates network design to make recommendations for improvement of system performance.
- Works in the field as necessary to complete work orders.
- 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:
Six years of professional the design, installation, operation and/or maintenance of a security system, computerized network or industrial control system are required.

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.

SPECIFICATIONS: (continued)

COMPLEXITY:
Work is substantially complex and varied and requires the interpretation of technical and detailed guideline, polices, and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

IMPACT OF ACTIONS:
Errors in work lead to significant costs and problems and may have minor impact on the short- term performance of the City. Work is typically performed under limited to general supervision. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions such as hirings, terminations, and pay changes of non-supervisory personnel.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with technical staff and occasionally with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

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.

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: October 1, 2014
Revised Date: September 2023