

OPERATIONS TECHNICIAN (DPS)

NATURE OF WORK: Under administrative supervision, performs full-performance level technical work of a highly confidential nature in the installation, operation, and maintenance of audio and video surveillance equipment as well as technical counter measures searches for the Division of Protective Services. Incumbent will, in conjunction with the Security Systems Manager, perform technical work in the operation of the Capitol Complex security systems including closed circuit television, electronic door lock system, complex-wide emergency notification and intercom system, and other related security systems. Requires a broad range of knowledge in surveillance equipment including electronic interception, dialed number recording equipment, electronic tracking equipment and various other technical equipment. Requires knowledge of radio communications systems and operations. Incumbent will frequently work in time sensitive situations due to security issues. Position may require evening, weekend, and holiday duty as well as a continuous on-call status. Incumbent must successfully pass a background investigation including criminal history. Performs related work as required.

EXAMPLES OF WORK PERFORMED:

Installs, operates, and maintains audio and video surveillance equipment such as electronic interception equipment, dialed number recording equipment, various electronic tracking equipment, and other specialized electronic surveillance equipment.

Conducts technical counter measures searches.

Recommends and coordinates safety and security needs for the State Capitol Complex and other state facilities as requested.

Recommends and develops internal operating procedures governing the use of specialized equipment including video and camera equipment; assists with the development of technology-related internal operating procedures.

Maintains specialized equipment including video and camera equipment inventory log; responsible for assigning equipment out and ensuring its return.

Monitors contractors/vendors for security-related equipment and assures compliance with terms and conditions of contracts; serves as liaison between the Division and vendor technicians and coordinates vendor technicians' activities to mitigate downtime.

Generates and reviews electronic activity reports from the electronic door lock system and reports access violation incidents and issues to senior staff for follow-up and investigation.

Reviews stored video on electronic media to validate and/or elaborate on electronic door lock information or other information.

Generates ad hoc reports on the electronic door lock system.

Compares daily activity on database servers with Capitol Command Center log, follows up on any deviations, and/or reports deviations to senior staff.

Works in conjunction with and/or assists Capitol Police Officers in using technology tools to perform their law enforcement functions.

OPERATIONS TECHNICIAN (DPS) (CONT'D)

EXAMPLES OF WORK PERFORMED: (CONT'D)

Programs ad hoc access rights on the electronic door lock system for special events taking place on the Capitol Complex.

Attends training sessions, schools, seminars to remain current on changing technology relating to specialized equipment and technical and electronic surveillance.

Ensures all stored data on the Division's systems remain secure; backs up servers and maintains an offsite copy.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of and/or ability to learn applicable criminal laws, federal rules of evidence, relevant constitutional and statutory laws as they relate to electronic surveillance.

Knowledge of electronic, technical surveillance and information technology equipment and systems.

Knowledge of a variety of covert/overt electronic surveillance devices and how those devices are implemented.

Knowledge of conducting site surveys and safety/security systems installs and coordinating logistics to affect the best possible operational plan in respect to electronic surveillance installs.

Knowledge of radio communications systems and operations.

Knowledge of and/or ability to learn state government organizational structure.

Knowledge of and/or ability to learn State Capitol Complex facilities and grounds.

Ability to analyze problems of a technical nature and apply effective solutions.

Ability to accurately prepare and maintain reports.

Ability to establish and maintain effective working relationships with a wide variety of individuals.

Ability to use personal computer and various computer software packages.

MINIMUM QUALIFICATIONS

TRAINING: Bachelor's degree from an accredited four-year college or university.

SUBSTITUTION: Full-time or equivalent part-time paid experience in a technical-based position such as a technical operations officer or an electronic surveillance officer.

EXPERIENCE: Two years of full-time or equivalent part-time paid experience in the field of technical operations or electronic surveillance.

Established: 4/20/06

Effective: 6/1/06