



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	064-2700-001	<b>Last Revised:</b>	10/19/2016
<b>Position Title:</b>	Security Life Safety Technician I	<b>Department:</b>	Security & Surveillance
<b>Reports to:</b>	Security Life Safety Supervisor	<b>Division:</b>	Executive

**Primary Function:** Must combine technical expertise in security systems with the ability to work effectively as a team player and individually. Responsible for performing skilled security technician work in the service/repair, alteration, installation, and maintenance of all tribal security systems; including but not limited to, programming, routine/preventive/predictive, and corrective maintenance on equipment and security systems. Performs a variety of installations of security systems, fire alarm systems, and card-access systems, and generator maintenance on existing systems within the scope of responsibility. Performs other job functions within the department as directed, may interface directly with tribal program heads and must have good customer service skills; and, will keep tribal programs advised on the status of program systems and process inspections.

- Job Duties and Responsibilities:**
- Performs service / installation of access control, intrusion alarm, specific tribal systems, and other various security related systems. Assists in plan schedules, lay out basic electrical equipment installations, and assist in the start-up and check-out of new system installations.
  - Coordinating inspections and/or installations with police, fire department and other appropriate tribal programs and/or tribal entities.
  - Access control repair and replacement of peripheral devices, including but not limited to, card reader, cameras, fire components, and electronic locking devices; Reading blueprints and building electrical and sprinkler plans in order to complete equipment repairs.
  - Closed Circuit TV Installation and Troubleshooting – includes: cameras, digital video recorder, network video recorder, video matrix systems and Monitoring devices; performs computer program entry as required to add / remove Closed Circuit Television (CCTV), and access control.
  - Installation, testing, and troubleshooting of door Controls, and control panel .
  - Troubleshooting hardware and software problems on servers and workstations, along with connected peripherals; readjusting equipment, repairing, or replacing inoperative equipment and testing for operation in accordance with established standards and procedures.
  - Troubleshooting network issues, copper/fiber lines, switches/routers and use of network monitoring tools Diagnosing and correcting problems with the network electronics systems and software; readjusting equipment, repairing, or replacing inoperative equipment and testing for operation in accordance with established standards and procedures.
  - Customer Relations to assess work and consult on system upgrades and improvements; performs upgrades and additions to systems in order to increase functionality and usability.
  - Assists in the development and training programs for tribal employees.
  - Facilitates and maintains equipment and supplies for the purpose of maintaining inventory and ensuring availability of required critical items; maintaining inventory control of assigned equipment to ensure adequate stock labels.
  - Responds to emergency situations during and after regular tribal business hours.
  - Testing backup batteries, keypad programming, and all features in order to ensure proper functioning and to diagnose malfunctions.
  - Accurately completing all necessary paperwork, including work orders, service orders, time

logs, emergency information schedules, and warranty & equipment identification information.

- Maintain professional and technical knowledge by attending manufacturer training, seminars, conferences, etc. as assigned by program head; Keeping informed on new products and developments.
- Serves as a backup for Surveillance Technician and Security Life Safety Technician II during their absence. Responds to systems emergencies, recoveries, and outages. Required to rotate on call status schedule.
- Seek guidance and direction on additional duties as assigned for performance of duties and keeping the Security Life Safety Coordinator aware of the status of the jobs performance needs on a regular basis.

**Education  
/Experience:**

A high school diploma or GED is required. Associates degree in electrical, security, or computer systems or the equivalent combination of education and specifically related work experience four (4) years preferred. Experience in installation, servicing, diagnosing and repairing integrated access control, CCTV, digital recording, alarm systems, hardware and software installation, or related trade field is preferred. Within two (2) years must become factory certified for applicable systems, equipment, peripheral devices & warranties and other related aspects. Within two (2) years must obtain all trade licensures and certifications specific to trade field. Nine to twelve months work experience in the position would be required to become proficient in most phases of the job.

**Job Knowledge:**

Working knowledge of computer programs. Ability to use power tools, hand tools, metering devices, and other tools of this trade. Flexibility is required, incumbent may be asked to perform multiple duties. Ability to execute projects in a timely manner, and operate within budget and deadlines. Strong written and oral communication skills are necessary. Must possess a positive attitude and be willing to interact with Leadership, co-workers, and other team members at all times. Requires basic electrical skills, experience with security systems, CCTV, life safety systems, generators, rain/stream gauges, carpentry and maintenance skills. Must be familiar related policies, procedures and applicable tribal, state and federal codes and regulations. Must know all related safety procedures, regulations, and proper use of assigned safety gear. Must be able to follow written and oral instructions. Must be able to perform both service and installation requirements. Technician must be capable of maintaining and properly operating life safety/security systems. Service and maintenance schedules shall be based upon factory recommendations and code requirements. Must be able to work independently or as a member of a group. Requires a valid North Carolina driver's license.

**Complexity of  
Duties:**

Follows well defined procedures and guidelines in job duties. Initiative and judgment are required to maintain accuracy and work efficiency. Planning, problem solving, and coordinating skills are needed. Must use judgment and initiative to maintain accuracy and in coordination of agencies, personnel and resources.

**Contact with  
Others:**

Internal contacts occur on a regular basis with program and Tribal personnel. External contacts include local, state and federal safety personnel, general tribal population, as well as other tribal entities. Purpose for contacts is for the exchange of information and oversight of work standards and requires tact, courtesy, and professional decorum.

**Mental /Visual  
/Physical Effort:**

Close mental concentration and attention to details are needed to assure quality, safety, and completion of work assigned. While performing tasks must be able to walk, stand, sit, climb, kneel, bend, lift up to 100 pounds, and physically be able to operate man-lifts and work in crawl spaces. Must have visual acuity and be able to hear and speak. Good eye/hand/foot coordination is necessary while performing job duties. Ability to maintain professional appearance and demeanor.

**Environment:** Majority of work is performed in all kinds of environments both inside and outside. Could have intermittent exposure to noise, dust, odors and inclement weather, and hazardous materials in a crisis situation.

**Supervision Received:** Receives direction from and reports to the Security Life Safety Technician II. Develops course of action and uses independent judgment to achieve objectives.

**Responsibility for Accuracy:** Errors in measurements and implementation of building print specifications could result in loss of materials or project cost overruns. Damage of other systems could result from improper electrical procedures, jeopardize safety, negatively impact tribal operations, and result in unforeseen costs and expenses, plus terminate parts, equipment and systems warranties.