



# Eastern Band of Cherokee Indians

## SURVEILLANCE TECHNICIAN

### *Position Description*

<b>Program:</b>	Information Technology	<b>Reports to:</b>	Supervisor - Security Life Safety
<b>Division:</b>	Office of Information Technology	<b>Position Number:</b>	990227002
<b>Classification:</b>	Non Exempt	<b>Revision Date:</b>	10/01/2022
<b>Pay Level:</b>	12	<b>Safety Sensitive:</b>	No

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

### POSITION PURPOSE

Monitors all Tribal security from control panel in Security office, including cameras, doors, and panels. Closely observes the daily activities of the Tribal operations, Tribal workforce, and Tribal structures including parking areas and related Tribal property via surveillance cameras and security doors. Works with Risk Management and Tribal Law Enforcement to report and provide footage of inappropriate activities. Audits access to Tribal facilities regularly and issues security key card access to employees as needed. Maintains documentation of equipment, service schedules, service requests, and any other office related needs.

### ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Assists in preventative maintenance on all Tribal operations surveillance and security surveillance (spell out) CCTV equipment.
- Maintains and secures all documentation of security requests.
- Communicates with dispatchers and other technicians to efficiently manage open calls.
- Performs/ supports back-up, scheduled maintenance, upgrade and troubleshooting.
- Performs initial troubleshooting, problem analysis and isolation of network events.
- Completing daily activity report, noting any pertinent facts.
- Ensuring compliance with applicable Tribal regulations, policy and procedures, state and federal guidelines.
- Responds to systems emergencies, recoveries, and outages. Required to rotate on call status schedule.
- Logs and marks recordings and files them in one of several repositories depending on the activity depicted.
- Notifying appropriate staff when infractions are observed.
- Reporting improper activity or disturbances to supervisor and/or Cherokee Indian Police Department or other pertinent agency.
- Accurately completing all necessary paperwork, including work orders, service orders, time logs, emergency information schedules, and warranty & equipment identification information.
- 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

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required critical items; maintaining inventory control of assigned equipment to ensure adequate stock labels.

- Testing backup batteries, keypad programming, and all features in order to ensure proper functioning and to diagnose malfunctions.
- Receives job assignment from supervisor and reviews work orders and documents. Obtains required supplies, materials and equipment that are necessary for the job.
- Checks personal safety/protective devices to ensure safe operation and proper working order.
- Completes "Competent Person" and related OSHA safety certifications as required.
- Maintain professional and technical knowledge by attending manufacturer training, seminars, conferences, etc. as assigned by program head, Keeping informed on new trade products and developments.
- Assists and provides support for Security Team as needed in the field.
- Seek guidance and direction on additional duties as assigned for performance of duties and keeping the supervisor aware of the status of the job's performance needs on a regular basis.
- Serves as backup for the Surveillance Technician and Security Life Safety Technician II during their absence.

### Scope of Supervision:

Receives direction from and reports to the Supervisor - Security Life Safety. Develops course of action and uses independent judgment to achieve objectives. This position is not responsible for supervising others.

### MINIMUM MANDATORY QUALIFICATIONS

**Experience:** Three (3) years of related experience required.

**Education:** High School Diploma or GED Equivalent required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional 1 year.

**Licenses & Certifications:** Valid, insurable NC Driver's License required.

### KNOWLEDGE, SKILLS, & ABILITIES

#### Key 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 surveillance systems, CCTV, life safety systems, generators, 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.
- Within two (2) years must become proficient with the hardware and software associated with all security devices utilized by EBCI.
- Nine to twelve months would be necessary to become proficient in most phases of the job.

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### Safety/Accuracy Focus:

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 security and safety of Tribal employees and operations, negatively impact Tribal operations, and result in unforeseen costs and expenses, plus terminate parts, equipment and system warranties.

### Key Relationships:

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

### Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

### Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Has direct access to confidential data. Must adhere to Tribal confidentiality policies and procedures as outlined in the EBCI Personnel Policy and Program Standard Operating Procedures. Strick adherence to security and confidentiality of Tribal operations and related Tribal safety & security systems, surveillance systems, passcodes, and electronic log-ons.

### Complexity of Duties:

This position includes completing tasks of varying complexity levels. 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.

### PREFERRED QUALIFICATIONS

No other preferred qualifications.

### WORK ENVIRONMENT

**Work 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.

**Mental/Visual/Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. Must be able to lift up to 150 pounds on occasion. 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, and physically be able to operate man-lifts and work in crawls 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.

### OTHER

**Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

**Background Investigation:** All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal

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and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

### **Drug Screening:**

All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

***Disclaimer:*** *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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### ACKNOWLEDGMENT

I have reviewed the content of the **Surveillance Technician** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

\_\_\_\_\_  
*Employee (printed name)*

\_\_\_\_\_  
*Employee (signature)*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Supervisor (printed name)*

\_\_\_\_\_  
*Supervisor (signature)*

\_\_\_\_\_  
*Date*