

Security Systems Technician

Job Code: 410067	FLSA Status: Non-Exempt	Mgt. Approval: C. Corrigan	Date: March 2023
Department: Facilities – Security Services	HR Approval: S. Whitlock	Date: March 2023	

JOB SUMMARY

The Security Systems Technician is responsible for the implementation, operation, and functionality of security devices, which may include card access systems, cameras, and the surveillance program across UW Health facilities, which includes hospitals, ambulatory, and business facilities. This position will train department members and approved application users on the usage of security technologies. The Security Systems Technician plans and assists with coordination of security devices for construction projects or as needed and will frequently work with contractors and vendors.

MAJOR RESPONSIBILITIES

- Responsible for the implementation, operation, and functionality of surveillance cameras. This includes the monitoring of device performance, scanning for vulnerabilities, selecting appropriate devices, and coordinating the installation and replacement of devices across the UW Health system.
- Assist Planning, Design, and Construction Project Managers, contractors, and department leaders during construction projects to implement security cameras as appropriate.
- Review and understand design documents (drawings, spec sheets, etc.).
- Assist with obtaining and creating project proposals for the purchase of surveillance cameras for capital or operational investment.
- Collaborate with HR-Employee Relations for employment investigations. Coordinate with Legal, Risk Management, and Pharmacy Services for video assistance or card access reports.
- Process video requests from law enforcement to assist with criminal investigations and provide deposition, affidavit, and testimony to law enforcement and/or the court of law as required.
- Work closely with Information Services for support of device activation, connection, troubleshooting, and the operational needs and maintenance of the servers that support the surveillance camera recordings.
- Administer user setup inside the video management system. Apply camera permissions based on role and approval and define camera views. This includes initial training and support for end users.
- Provide operational assistance with surveillance during emergencies or special events.
- Assist with approval and processing of security requests.
- Develop and maintain policies, processes, and training material.
- Assist with maintaining department records and preparation of documents for improvement work, which may include data analysis.
- Other duties and responsibilities that are assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Associates degree/post-high school training in an Information Technology
Work Experience	Minimum	One (1) year of experience in the installation and maintenance of video surveillance devices and video management systems or other relevant experience.
	Preferred	Three (3) years of experience in the installation and maintenance of video surveillance devices and video management systems
Licenses & Certifications	Minimum	Valid Wisconsin Driver's License
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Must be 21 years of age to drive a UW Health Fleet vehicle and must be 25 years of age to drive a UW Health vehicle rated for 15 or more passengers • Ability to be insured by UW Health's risk management insurer, which requires (1) a valid Wisconsin driver's license and (2) successfully passing a driving background check • Thorough knowledge of exacqVision or similar surveillance system including the ability to install, diagnose, and repair cameras

	<ul style="list-style-type: none"> • Ability to read and interpret blueprints, schematics, diagrams, and drawings • Adaptability to changing priorities and timelines • Maintaining required confidentiality with HR and criminal investigations • Ability to recall information and testify in court proceedings • Ability to work independently and be self-motivated • Knowledge of basic IS (Information Systems) and security terminology • Possession of good customer service skills • Effective collaboration skills • Ability to provide direction to contractors and vendors • Excellent oral and written communications, including the ability to write accurate and detailed reports including timelines and recalling actions taken for investigatory purposes. • Knowledge of current crime prevention methods and procedures • Skill with computer systems including spreadsheets, word processing, e-mail, computer-aided dispatch, alarm systems, and access control databases. Proficient with Microsoft Office applications. • Work from and operate aerial lifts and ladders • Familiarity with the operations of maintenance tools and equipment • May require on call work or work outside of normal business operations
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

	Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#

Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	
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Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.