

Job Title:	Special Systems Specialist	Wage/Hour Status:	Daily, Exempt
Reports to:	Special Systems Coordinator/Supervisor	Pay Grade:	504
Dept. /School:	Information Technology (IT)	Date Revised:	October 2, 2024

Primary Purpose

Provide advanced support of district's public safety and information, security and technology (IST) special systems and operations to include installation, maintenance, programming, configuration and repair of, electronic & smart devices, surveillance, 911 dispatch systems, access controls, video, data, voice, alarm, wireless, radio communications and telecommunication systems, cabling, cable plant management, campus & classroom technologies, infrastructures and emerging systems.

Qualifications

Education/Experience/Certification

- Bachelor's Degree and three (3) years' experience in Public Safety, Emergency Management, Engineering, Technology, Technical & Security Communications, or related field.
- OR
- Associate degree in information & technology security or related field and (5) years' years' experience in Public Safety, Emergency Management, Engineering, Information Security, Technology, Technical & Security Communications, or related field.
- OR
- High school diploma/GED and seven (7) years' experience in public safety, emergency management, engineering, technical & security communications, surveillance, security, audio, video & technology systems; networking & audio system maintenance, access controls, project management, camera and video apparatuses, servers, communication switches, electronics, computing, and infrastructure platforms.
- Technical certification(s) such as Cisco or Microsoft certification courses or similar specialized in technology, networking and/or electronic coursework may be substituted for two (2) years of experience.
- Valid Texas/New Mexico driver's license, insurable by the district's auto liability insurance carrier; subject to district's drug and alcohol screening policy and regulation.
- Must maintain valid certifications, as required & determined, for the district's technology, safety & security systems, and programs.

Special Knowledge/Skills

- Advanced knowledge of different types of alarm systems, electronic & smart devices, recording devices, servers, video, camera and surveillance systems.
- Intermediate knowledge of public safety, emergency, crime prevention and investigative techniques and systems.
- Advanced experience with low-voltage electricity, electronics and automotive electrical systems.
- Keen understanding of modern radio communications & telecommunications technologies
- Demonstrate knowledge of various operating systems including MS Windows, MS 365, Active Directory, Google, and Apple.
- Advanced knowledge installing, maintaining and supporting Public Safety equipment and technology to include radio and 911 dispatch communications systems.
- Knowledge of standard encoding methods for evidence delivery to law enforcement agencies.
- Advanced experience with computing systems & hardware, configurations, and maintenance.
- Ability to diagnose and evaluate system issues and recommend the proper action for resolution.
- Advanced knowledge of cloud computing, device operating systems and applications.
- Proven ability to install, maintain and repair systems, computing devices, peripherals, telecommunications, access controls, alarms, and classroom technologies, and smart devices
- Skilled knowledge of voice, video, data, radio equipment and networking components.

- Keen ability to multitask, flexible and agile in addressing changing work priorities and meeting goals
- Advanced knowledge of cabling infrastructures & systems, to include fiber optics, cable distribution systems and terminations, building, fire codes & structure penetration, and cable industry standards.
- Demonstrate personal integrity, adhere to core values and ethics, embody trustworthiness and honesty, and consistently uphold information security governance protocols to maintain and safeguard the confidentiality of the district's information and systems.
- Team player with ability to work in customer and teamwork service-oriented and exercise independent judgment and discretion in performing duties and responsibilities.
- Strong customer service, organizational, communication, and people skills, organizational skills, oral and written communication skills.

Major Responsibilities and Duties

1. Oversee installations, configurations, maintenance, and repair of both the analog and digital IP surveillance systems, smart devices, cameras, video encoding servers and communications systems, network switches, alarms, and other equipment crucial to the operability of the district safety and security systems.
2. Schedule and provide preventive maintenance to safety & security systems and equipment and adhere to preventive maintenance schedules and techniques to ensure proper day-to-day operation of these systems.
3. Work with District Security teams and local public safety entities on district/campus emergency and safety communications systems planning & management to include law enforcement and first responders.
4. Plan and communicate with campuses & departments for safety & security system installations, relocations, or other activities to ensure a smooth installation/transition.
5. Install and support all safety & security equipment and controls, to include card access, intrusion detection, panic buttons, smart devices, surveillance cameras and all equipment needed for full operability of the district's safety and security program.
6. Configure and support voice and data radio system infrastructures, mobile and portable units, 911, electronic radio ID, recording and signaling systems, 911 systems, microwaves, broadcast stations, emergency lighting and intrusion, communications consoles, telephone interfaces, and a variety of other electronic systems.
7. Review project plans and conduct on-site installation of cabling for telecommunication, communication systems, special systems interconnectivity, and cabling infrastructure platforms.
8. Analyze, review, and investigate surveillance footage support with the highest level of discretion pertaining to District- wide incidents & investigations as directed.
9. Provide user support for all software and hardware related computer issues related to the daily operations of the District Special Systems Infrastructure
10. Collaborate on technology projects, district initiatives and/or duties as directed.
11. Train and support users to include safety & security teams, campus principals & administration staff.
12. Read and interpret blueprints, schematics and technical specifications required to perform equipment installations and repairs.
13. Arrange meetings and coordinate with vendors on parts, equipment, and pricing.
14. Create and maintain accurate technology security documentation, training materials, system diagrams, IST procedures, standards and other documentation as required by project deliverables.
15. Responsible for assigned district vehicle, vehicle inventory, materials, tools, and documentation necessary in the performance of duties.

Other Responsibilities

16. Attend meetings, staff developments and school functions as directed.
17. Follow established safety procedures to perform job duties.
18. Maintain a professional code of ethics and professionalism approach to job duties as assigned.
19. Support the goals and objectives of the school district and follows district policy.
20. Maintain a professional level of confidentiality concerning personnel and students.
21. Attend work on a regular and routine basis to avoid disruption to district operations.
22. Operate tools and equipment according to prescribed safety procedures.
23. Adhere to the department and district mission, goals, core values and objectives.

- 24. Provide optimal customer services to all students, employees, parents, and district stakeholders.
- 25. Stay abreast of industry trends, technological advances and security & safety school requirements.
- 26. Sustain and adhere to IT Professional’s Code of Ethics and Standards of Conduct.
- 27. Perform any other duties as assigned by the appropriate supervisor.

Supervisory Responsibilities

May assist in personnel supervision as assigned.

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Repetitive hand motions and prolonged use of the computer. Frequent district-wide travel. Occasional prolonged and irregular hours, with availability for emergency coverage. Work with frequent interruptions. After-hours/holiday/weekend work for upgrades, maintenance, troubleshooting and projects. Must be able to lift, carry, push and/or pull up to fifty (50) pounds frequently; work under inclement weather conditions; exposure to extreme temperatures, chemicals and loud noises; be adaptable to work a shift schedule and/or hours than regularly assigned; extended periods of walking, standing, bending, reaching, kneeling, stooping, heavy lifting and carrying. Work indoors and outdoors. and around moving objects or vehicles; ladders or scaffolding.

Terms of Employment

238 days; hourly rate to be established by the Board of Trustees

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy.

Employee: _____

Date: _____

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, at 230-2033; Section 504 inquiries regarding students may be referred to 504 Coordinator at 230-2856.

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, al 230-2033; preguntas sobre 504 tocante a estudiantes pueden ser referidas, al 230-2856.