

Job Title:	Special Systems Lead Technician	Wage/Hour Status:	Non-Exempt
Reports to:	Surveillance Coordinator	Pay Grade:	502
Dept/School:	Information Technology (IT)	Date Revised:	April 16, 2024

Primary Purpose

Under minimal supervision, perform tasks involving installation, maintenance, programming and repair of district public safety & special systems, electronic & smart devices, systems configuration, surveillance, cabling, 911 dispatch systems, access controls, video, data, voice, alarm, wireless and radio communications, systems, cable plants, campus & classroom technologies, and infrastructures.

Qualifications**Education/Certification**

High school diploma/GED

Technical certification(s) such as A+, Network +, Cisco, Microsoft, Google, and/or similar may be substituted for two (2) years of experience.

Must possess and maintain a valid Texas "C" driver's license.

Must be insurable by the district's 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 safety & security systems and programs

Special Knowledge/Skills

- General knowledge of diverse types of alarm systems, electronic & smart devices, recording devices/servers, video, camera, and surveillance systems
- Awareness of public safety, emergency, crime prevention and investigative techniques and systems.
- Familiarity of electricity, electronics and automotive electrical systems
- Understanding of modern radio communications & telecommunications technologies
- Demonstrated knowledge of various operating systems including MS Windows, MS 365, Active Directory, Google, and Apple
- Ability to install, maintain and support Public Safety equipment and technology including radio and 911 dispatch communications systems
- Basic knowledge of standard encoding methods for evidence delivery to law enforcement agencies
- Experience with computing systems & hardware, configurations, and maintenance
- Ability to diagnose and evaluate system issues and recommend the proper action for resolution
- Working knowledge of cloud computing, device operating systems and applications
- Ability to install, maintain and repair systems, computing devices, peripherals, telecommunications, access controls, alarms, and classroom technologies
- Knowledge of interactive devices, peripherals, and classroom technology
- General knowledge of voice, video, data equipment and networking components
- Ability to think creatively, put ideas into action, manage multiple tasks and meet deadlines
- Personal integrity, honesty, and the ability to maintain confidentiality
- Ability to train others to repair, maintain and install systems, equipment, and components
- Demonstrated ability to install, troubleshoot, repair, and maintain infrastructure cabling and associated hardware as assigned
- Team player with ability to collaborate and work in customer and teamwork service-oriented environment
- Good customer service, organizational, communication, and people skills, organizational skills, oral and written communication skills

Experience

Four (4) years in public safety systems, radio, surveillance, technology, support and/or related experience.

Major Responsibilities and Duties

1. Maintain all video surveillance cameras, virtual multi-plexers, surveillance software clients, power over ethernet injectors, power supplies, video network switches, alarm, smart interfaces, and other related equipment crucial to the operability of the district safety and security systems.
2. Provide proper preventive maintenance to all equipment related to the safety & security systems and adhere to preventive maintenance schedules and techniques to ensure proper day-to-day operation of these systems.
3. Oversee installations, configurations, maintenance, troubleshooting, repair, and replacement of both the analog and digital IP surveillance systems and devices, to include cameras, video encoding servers and communications systems
4. Establish and maintain relationships with outside vendors for the cataloging of all equipment that requires outside servicing and communication.
5. Coordinate with campuses & departments for safety & security system installations, relocations, or other activities to ensure a smooth installation/transition.
6. Assist in the installing and maintaining 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.
7. Troubleshoot a wide variety of communication systems, diagnostic maintenance, or repair problems.
8. 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.
9. Perform on-site installation of cabling for telecommunication, communication systems, special systems interconnectivity, and cabling infrastructure platforms.
10. Conduct review and investigate surveillance footage support with the highest level of discretion pertaining to District- wide incidents & investigations as directed.
11. Provide user support for all software and hardware related computer issues related to the daily operations of the District Special Systems Infrastructure
12. Work on other technology projects, campus & classroom systems, installations, or other initiatives as directed.
13. Train and support users to include safety & security, campus principals & administration staff.
14. Read and interpret blueprints, schematics and technical specifications required to perform equipment installations and repairs.
15. Coordinate with vendors on parts, equipment, and pricing.
16. Maintain accurate and update special systems documentation and develop schematics and drawings of special systems infrastructure.
17. Responsible for assigned district vehicle, vehicle inventory, materials, tools, and documentation necessary in the performance of duties.

Other

18. Participate in professional development activities as required by the district.
19. Follow established safety procedures to perform job duties; support district/department goals.
20. Maintain a professional code of ethics and professionalism approach to job duties as assigned.
21. Support the goals and objectives of the school district and follows district policy.
22. Maintain a professional level of confidentiality concerning personnel and students.
23. Ability to attend work on a regular and routine basis to avoid disruption to district operations.
24. Operate tools and equipment according to prescribed safety procedures.
25. Adhere to the department and district mission, goals, core values and objectives.
26. Provide optimal customer services to all students, employees, parents, community members and any stakeholders of the district.
27. Stay abreast of industry trends and technological advances that may affect the present system, department, and district needs.
28. Make routine decisions under general supervision in accordance with established priorities and

- polices; refer major decisions to supervisor.
- 29. Sustain and adheres to IT Professional’s Code of Ethics and Standards of Conduct.
- 30. Attend meetings, staff developments and school functions as directed.
- 31. Perform any other duties as assigned by the appropriate supervisor

Supervisory Responsibilities

None

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. 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 -2031; 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 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas al oficial de 504 al, 230-2856.