

Job Title: Special Systems Support Technician	Wage/Hour Status: Hourly
Reports to: Special Systems Coordinator	Pay Grade: 503
Dept./School: Information Technology (IT)	Date Revised: October 2, 2024

Primary Purpose

Provide support for the district's public safety and information, security and technology (IST) special systems and operations including installation, maintenance, configuration and repair of electronic & smart devices, surveillance, 911 dispatch systems, access controls, video, data, voice, alarm, wireless and radio communications systems, cabling, campus/classroom technologies, infrastructures & emerging systems.

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.
- Valid Texas/New Mexico driver's license, insurable by the district's auto liability insurance carrier; subject to the 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.

Experience

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

Special Knowledge/Skills

- Advanced knowledge of diverse types of alarm systems, electronic & smart devices, recording devices/servers, video, camera, and surveillance systems.
- Knowledge of public safety, emergency, crime prevention, and investigative techniques and systems.
- Experience with low-voltage electricity, electronics, and automotive electrical systems.
- Clear understanding of modern radio communications & telecommunications technologies
- Demonstrate knowledge of various operating systems including MS Windows, MS 365, Active Directory, Google, and Apple.
- Intermediate proficiency in installing, maintaining, and supporting public safety equipment and technology, including 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.
- Working knowledge of cloud computing, device operating systems and applications.
- Intermediate skills to install, maintain and repair systems, computing devices, peripherals, telecommunications, access controls, alarms, and classroom technologies, and smart devices.
- Proven ability 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 collaborate and work in customer and teamwork service-oriented environment.

- Ability to multitask, be flexible and agile in addressing changing work priorities and meeting goals.
- Good customer service, organizational, communication, and people skills, organizational skills, oral and written communication skills.

Major Responsibilities and Duties

1. Support and maintain 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. Perform schedule and 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. Support 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. Organize and communicate with campuses & departments for safety & security system installations, relocations, or other activities to ensure a smooth installation/transition.
6. 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 the full operability of the district's safety and security program.
7. Diagnose and service a wide variety of communication systems and diagnoses maintenance or repair problems.
8. 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.
9. Review project plans and conduct on-site installation of cabling for telecommunication, communication systems, special systems interconnectivity, and cabling infrastructure platforms.
10. Analyze and produce 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.
12. Collaborate on technology projects, 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. Create and maintain accurate technology security documentation, training materials, system diagrams, IST procedures, standards, and other documentation as required by project deliverables.
17. Responsible for assigned district vehicle, vehicle inventory, materials, tools, and documentation necessary in the performance of duties.

Other Responsibilities

18. Attend meetings, staff developments and school functions as directed.
19. Follow established safety procedures to perform job duties.
20. Maintain a professional code of ethics and professionalism approach to job duties as assigned.
21. Adhere to the goals, mission, core values, objectives, and policies of the department and district.
22. Maintain a professional level of confidentiality concerning personnel and students.
23. 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. Provide optimal customer services to all students, employees, parents, community members and any stakeholders of the district
26. Stay abreast of industry trends and technological advances that may affect the present system, department, and District needs.
27. Sustain and adheres to IT Professional's Code of Ethics and Standards of Conduct.

- 28. Represent Technology Support at the highest level of professionalism when communicating with internal/external customers and exceeding customers' expectations.
- 29. 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 and/or 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.