



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: ~~Console Viewer, Security, Fire and Electrical Specialist, District Security Operations Center~~
JOB CODE: NN-066
CLASSIFICATION: Non-Exempt
PAY GRADE: N/A
BARGAINING UNIT: FOPE
REPORTS TO: ~~Director, Facilities Project Management~~ Manager, District Security Operations Center
CONTRACT YEAR: Twelve Months (261 Days)

POSITION GOAL:

~~To observe the alarm systems for security, fire or electrical problems, dispatching the police or fire departments when required, and assisting until the facilities are secure. To observe electrical usage. To prepare related reports. The Specialist, District Security Operations Center (DSOC) is responsible for remote monitoring of the safety and security of students, faculty, staff, and visitors to District schools and facilities using technology and other provided means. This position provides both non-emergency and emergency security operations center support and service to all schools, staff and levels of the District from the DSOC.~~

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Console Viewer, Security, Fire and Electrical Specialist, District Security Operations Center shall carry out the essential performance responsibilities listed below:

- ~~• maintain a constant observation on the equipment consoles to detect indicators revealing any potential security or fire problems, and/or abnormal electrical usage.~~
- ~~• identify the nature of the problem from the indicators and establish the physical location.~~
- ~~• dispatch by phone or radio the appropriate predetermined service personnel, such as police department, fire department, maintenance, school administrators, utility companies, etc.~~
- ~~• direct the appropriate service personnel to the location requiring their services.~~
- ~~• observe all unusual situations until the emergency is resolved and the alarm system may be reset.~~
- ~~• enter data in the required logs and prepare the appropriate reports.~~
- ~~• report all inoperative phone lines to the phone company and work with their technicians in locating and repairing the problem.~~
- ~~• operate computer console as required to activate electronic equipment related to the various systems.~~
- Successful completion of the Specialist, DSOC new hire training program and demonstrate proficiency in all required tasks.
- Operate and monitor district physical protection systems to include video surveillance, access control, alarm monitoring, communications and incident management systems.
- Use technology systems to detect, assess and report observed behavioral patterns that may indicate unusual, suspicious, unlawful or pre-incident indicators in and around district facilities.
- Detect, assess and report alarms and other conditions that pose a threat to life safety or other security risks.
- Initiate non-emergency and emergency response to incidents by district faculty, staff, and public safety agencies.
- Operate and monitor systems used for incident management to track and report non-emergency and emergency incidents.
- Communicate with faculty and staff in district facilities during non-emergency and emergency conditions to provide and receive critical information relevant to tracking and follow-up of safety and security related matters.
- Issue emergency communications as directed to update district leadership and stakeholder groups during emergencies and non-emergency conditions.
- Remotely facilitate building access as appropriate.
- Use a variety of systems to collect and report information received from internal and external individuals concerning threats, suspicious or unlawful activity that poses a risk to district students, faculty, staff or facilities.
- Perform daily checks on physical protection systems and applications to ensure systems are operational and report all deficiencies for correction.
- Prepare DSOC reports, operational period briefings, logs, and other documents as required.

- Operate and monitor all DSOC communication systems including email, landline telephones, mobile communication devices, radios, and mass communication systems.
- Support open-source research monitoring to identify potential risks and threats to district students, faculty, staff or facilities.
- Communicate with public safety agencies during non-emergency and emergency situations to report incidents, emergencies and provide operational support and coordination to first responders.
- Communicate with and provide remote support to district safety and security staff members in district schools and facilities.
- Maintain and exhibit a calm, professional demeanor with internal and external stakeholders including during high stress situations.
- The DSOC is operational 24 hours a day and shift work is required.
- Perform and promote all activities in compliance with the equal employment and non-discrimination policies of The School Board of Broward County, Florida.
- Participate in the training programs offered to enhance the individual skills and proficiency related to the job responsibilities.
- ~~review~~ Review current developments, literature, and technical sources of information related to job responsibilities
- ~~ensure~~ Ensure adherence to good safety rules and procedures.
- Follow federal and state laws, as well as School Board policies.
- ~~perform~~ Perform other duties as assigned by the Director/supervisor/manager the DSOC management team or SSEP leadership, or designee.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.
- ~~One (1) year of general office experience required~~
- Experience monitoring security incidents and responding to critical incidents from a security operations center, military operations center, public safety (law enforcement/fire/EMS) communications center, dispatch center, security & surveillance center, correctional facility control center, alarm monitoring center or other directly relevant experience.
- Excellent verbal, written and interpersonal communication skills, including the ability to write reports and communicate effectively under deadlines and in a stressful situation.
- ~~Composure to respond to alarms without panic or hesitation.~~
- ~~Self discipline to maintain constant awareness and alertness during periods of quiet inactivity.~~
- ~~Willingness to work irregular shifts.~~
- ~~Knowledge of computers helpful.~~
- Computer skills as required for the position including Microsoft applications.
- Availability for shift work in a 24/7 operations center environment.

PREFERRED QUALIFICATIONS & EXPERIENCE:

- Experience working with security technology including Video Management Systems, Access Control Systems, and Alarm Monitoring Systems.
- Bilingual skills preferred.

SUPERVISION: ~~None~~

ACCOUNTABILITY: ~~The Director, Facilities Project Management will evaluate the effectiveness of the Console Viewer, Security, Fire and Electrical annually with respect to the performance of specific responsibilities.~~

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:
Frequently interacts with the public, District staff, and public and safety agency personnel.

DESIRED RESULT:

The DSOC is a security operation, incident management and communications center responsible for monitoring district facilities and supporting security and emergency management operations. Daily collection, assessment, preparation and dissemination of accurate safety, security and emergency management information to stakeholders at all levels of the organization is a priority.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 4/14/87 &

Adopted: 5/21/87

Realignment: 4/13/93

Board Adopted: 12/16/03

Revised: 12/21/06

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