



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Systems and Security Officer	Level	Level 6/7
Business Unit	Community Safety	Position Number	01122
Directorate	Planning and Community Development	Date Established	January 2012
Reporting to	Coordinator Community Safety Systems & Compliance	Date Updated	March 2025

2. KEY OBJECTIVES

- Provide an effective system monitoring and control function for the City's CCTV, access control, and security systems in line with operational requirements.
- Coordinate maintenance activities relevant to all City CCTV, access control, security systems and contracts.
- Assist in the development and implementation of framework, policies, and procedures for the City's CCTV, access control, and internal security.
- Provide customer service to internal and external customers and stakeholders including WA Police and external security agencies.
- Complete CCTV requests for information and manage the storage of confidential and sensitive records.

3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with legislation, policies, protocols, procedures, work instructions, adopted practices and the Business Unit Plan.
- Undertake activities effectively and within agreed timeframes, with rigor applied in all circumstances.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols, and practices.
- Ensure information is handled in a professional and confidential manner.
- Ensure all contracted work is undertaken in accordance with the contract and City's purchasing protocols.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Systems and Security Management

- Operate, monitor, and respond to alarms and alerts for City security systems, investigate causes and recommend improvements.
- Manage requests for information from WA Police and approved law enforcement agencies in obtaining CCTV images.
- Coordinate and conduct regular system and process audits to ensure CCTV, access control, and security related equipment is operational.
- Maintain levels of information security as required by the City's Protocol and relevant legislation.
- Coordinate and conduct scheduled regular checks of security systems and CCTV infrastructure to ensure they are fully operational, clean, and secure.
- Identify opportunities for improvement to the operation and management of the CCTV, access control and security systems.
- Oversee the placement, operation, maintenance, and reporting of all CCTV, access control and security systems.
- Engage with relevant stakeholders to monitor surveillance technologies and practices.
- Recommend process improvements to ensure compliance with industry standards and practices.
- Provide a central point of liaison for all contractors requiring access of the City's CCTV, access control, and security systems.
- Assist with the procurement of new CCTV, access control, security systems and components.
- Conduct regular audits of City facility security systems, employee and contractor access.
- Ensure CCTV footage is securely managed, and data provided to relevant stakeholders has appropriate approval and storage is in accordance with the City's record keeping system.
- Manage employee requests for building access cards and maintain accurate records.
- Develop and maintain relevant training manuals and processes for devices, software and technology used by the position.
- Assist with maintaining all equipment, devices, phones, tablets, and laptops to the required level to ensure operational requirements are met.
- Assist in the development and implementation of internal security awareness training.

Outcome: Proactive and Reactive Maintenance

- Contribute and provide information to the Coordinator to support the development of tender documentation and specifications for CCTV, access control, and security system contracts.
- Arrange quotes for works to be undertaken by consultants and contractors.
- Assess quotes against requirements to support appropriate recommendations.
- Liaise with internal and external customers regarding reactive maintenance requests and seek technical advice when required.
- Raise and manage work orders for reactive and scheduled maintenance, through the prioritisation and triage of requests and the coordination of contractor availability.
- Monitor City contractors and progress of reactive maintenance work, including weekly reports on outstanding works and identification of overdue work.
- Maintain maintenance schedules on completion of works and support improvements.
- Create purchase orders for scheduled and unplanned maintenance works

Outcome: Systems Administration

- Generate accurate and professional documentation, maintain and analyse logs, and alarm/alert activation reports.
- Coordinate and manage system maintenance and repair requirements with authorised and licensed contractors in a timely manner, including approved life cycle replacements.

- Assist with the monitoring and reporting on Security System contractor activities against contract requirements.
- Provide input into relevant budgetary and expenditure related issues, including capital works projects and RFQ processes to make recommendations and support decision making.
- Provide technical input to support decision making and grant funding opportunities.
- Provide information and monthly reports to support management functions.
- Oversee all City-Wide access control requirements, including staff, contractors, and after-hours access.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Customer Service and Stakeholder Relations

- Assist with the procurement of CCTV, access control and internal security related services, including contractors.
- Assess and update the City’s Memorandum of Understanding (MOU) with WA Police. Engage with internal and external customers to provide expert advice and support relevant services and events and address requests and complaints.
- Demonstrate high level interpersonal skills to develop and maintain relevant stakeholder and external agency relationships.
- Manage requests for information held by the system in line with City Protocols.
- Collate and provide information from the system in response to authorised requests.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Application and management of modern security management systems.
- Strong customer service and interpersonal communication skills.
- Professional written communication and attention to detail.
- Information Technology (IT) Systems.
- Microsoft Office and SharePoint.

Knowledge:

- Thorough knowledge of processes, technologies and products related to security management systems and video surveillance systems.
- In-depth knowledge related to the use of technology (devices, laptops, systems, networks, and software, such as Genetec Software).

Experience:

- Operating modern security management systems and video surveillance systems.
- Security Officer training or relevant experience.
- Providing customer service including enquiry and complaint management.
- Working with a significant degree of autonomy and regular reporting requirements.
- Liaising with contract service providers in line with conditions of contract.

Qualifications/Clearances:

- IT Training/Security Science Certification or relevant qualification and/or relevant experience.
- Security Monitoring Licence or ability to obtain as a condition of employment.
- Security Officer Licence or ability to obtain as a condition of employment.
- Current WA ‘C’ Class Driver’s Licence.

- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Exercises a degree of autonomy and advice is available for complex matters.
- Freedom to act within defined established guidelines and practices.
- Establishes work priorities and monitors workflow in area of responsibility.
- Responsible for developing processes for devices, software and technology.
- Problems can usually be solved with reference to procedures, documented methods, and instructions. Assistance is available when required.
- Required to exercise judgment and initiative where procedures are not clearly defined.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under limited direction.

Internal:

- All Internal Business Units.

External:

- Federal, State and Local government representatives/agencies
- Non-government and grant funding agencies
- WA Police and other law enforcement agencies
- City contractors or consultants where relevant
- City residents and the general public
- CCTV and Security Industry professionals.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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Please note, this position is responsible for monitoring, reviewing, and compiling CCTV footage which may be critical and/or sensitive in nature.