

UNIVERSITY OF SOUTHERN CALIFORNIA

Surveillance Operations Manager

Job Code: 147053

OT Eligible: No

Comp Approval: 4/1/2020

JOB SUMMARY:

Manages all aspects of University-wide network of CCTV camera observations, to include access control systems, fire, life, intrusion alarm monitoring, and license plate recognition (LPR) camera response activity. Oversees recruitment, hiring, orientation, and training of Surveillance Operations staff. Directly and indirectly supervises all assigned staff. Develops security systems operational training, policies and procedures. Ensures adherence to departmental policies, procedures and guidelines. Develops and implements key strategies, best practice techniques and tactics to ensure systems optimization. Manages CCTV and LPR camera databases. Manages, plans, and supervises the installation, maintenance and administration of new and existing University security systems. Extracts appropriate evidential records from security systems to be used in investigative cases.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

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|-------|-------|---|
| _____ | _____ | Manages all aspects of University-wide network of CCTV camera observations, to include access control systems, fire, life, intrusion alarm monitoring, and license plate recognition (LPR) camera response activity. Provides guidance to personnel at all levels concerning lawful, proper use and operation of equipment and systems. |
| _____ | _____ | Oversees recruitment, hiring, orientation, and training of Surveillance Operations staff. Directly and indirectly supervises all assigned staff. Determines staffing needs based on department goals and objectives, including workforce planning and compensation recommendations. Oversees performance evaluation process, ensuring consistent use of all applicable policies and procedures. Counsels, disciplines and/or terminates employees, as required. |
| _____ | _____ | Develops security systems operational training, policies and procedures. Provides training for staff and counsels or disciplines personnel in order to ensure adherence to departmental policies, procedures and guidelines and to ensure performance standards are met. Serves as an internal resource to units on security systems and/or safety policies and procedures, technology and equipment. Provides interpretation of University public safety policies and procedures to the community, representatives of local agencies and the general public. |
| _____ | _____ | Ensures adherence to departmental policies, procedures and guidelines. Ensures the implementation and enforcement of University and CAL-OSHA policies relating to safety, health, and fire prevention. |
| _____ | _____ | Develops and implements key strategies, best practice techniques and tactics to ensure systems optimization. Manages CCTV and LPR camera databases. Programs video analytics for CCTV cameras. Designs operational perspectives for effective display of CCTV cameras. Manages routine testing of installed security systems to ensure systems are continually operational and meet standards. Conducts regular meetings with Administrative Operations Technical team to ensure security systems projects are completed according to University standards. |

_____ Extracts appropriate evidential records (e.g., video, photograph, etc.) from security systems to be used in investigative cases. Prepares and submits administrative and investigative reports as required. Liaises with Public Safety personnel, Los Angeles Police Department, and other agencies to ensure the appropriate use of the security systems during investigations. Testifies in court as a subject matter expert and representative of the Department of Public Safety.

_____ Manages, plans, and supervises the installation, maintenance and administration of new and existing University security systems. Represents the department in meetings and security assessment site visits to develop formal recommendations for needed security systems equipment. Participates in the design process for new security systems installations in University buildings. Manages alarm accounts and scheduled customer account information updates and reports.

_____ Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.

 E _____ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Associate's degree

Combined experience/education as substitute for minimum education

Minimum Experience:

4 years

Minimum Field of Expertise:

Thorough knowledge of Closed Circuit Television systems (CCTV) and alarm monitoring.

Knowledge of standard methods, technology and procedures utilized to conduct video surveillance. Working knowledge of computer systems and programs. Possess excellent hand-to-eye coordination and computer skills. Ability to operate computer assisted communications equipment. Must be able to work under pressure and exercise good judgment in emergency conditions. Must be able to communicate clearly and concisely, oral and in writing. Supervision of one or more levels of employees in a shift environment.

Preferred Education:

Bachelor's degree

Preferred Experience:

5 years

Preferred Field of Expertise:

Previous managerial experience of Closed Circuit Television systems (CCTV), license plate recognition programs, access control systems, and alarm monitoring programs. Ability to understand and embrace current and future technologies to enhance communications center operations.

Skills: Other:

Analysis
Assessment/evaluation
Coaching
Communication -- written and oral skills
Conflict resolution
Counseling
Customer service
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Organization
Teaching/training

Skills: Technology:

Business requirements tools and techniques
Database administration and management
Database administration and management
Network design, connectivity and capacity configuration
Network systems/data backup, storage and recovery
Technical documentation

Skills: Machine/Equipment:

Audio/Visual equipment
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Personal computer
Photocopier

Skills: Specialized Equipment:

Closed Circuit Television systems (CCTV)

Video surveillance equipment

Supervises: Level:

Manages through subordinate supervisors.

Supervises: Nature of Work:

Managerial

Service/Maintenance

Technical

Comments:

Candidates must be able to pass a thorough background investigation. Must have the ability to work varying shifts and hours including possible mandatory overtime and holidays. This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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