

Job Description



Position Title	Control Room Officer (CRO)
Job Grade	M1
Department	Safety & Control Room (SCR)
Reporting To	Manager Safety & Control Room (MSCR) / Senior Supervisor Control Room (SSCR)
Date	February 2016
Type of Position	Full Time

POSITION DESCRIPTION
The Control Room Officer (CRO) will be mainly positioned for CCTV, Fire Alarm Control Panel (FACP) and Safety monitoring in to shift duties. The candidate will be mainly accountable to look after the activity of the entire campus both internal and external through electronic equipment surveillance and will identify security, safety and suspicious activities observations to supervisor for further decision and action.

DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> ✓ To conduct a daily review on software for checking all cameras functionality, focusing, lighting, brightness, any exploitation element, cleaning/servicing and malfunction compliant rectification. ✓ To conduct a daily review of the access control software in order confirm access door working status, connectivity with server, offline status, software glitches, hardware etc. ✓ To ensure a vigorous surveillance for securing the campus vicinity being constantly vigilant while doing CCTV monitoring and maintain proper observation details in to SCR log book along with proactive action . ✓ Responsible for random monitoring of access control application to track for clearance of any door held alarm, action on force attempt alarm and denial of access entry, to enable emergency access or on permission deactivation of doors round the clock etc. along with unauthorized access monitoring and after office hours access monitoring. ✓ To handle all alarm signal on (FACP), identification of the locations with onsite verification of the emergency status, passing information to (MSCR) and (SSCR) for onwards action accordingly with necessary record keeping on prescribed format. ✓ Responsible to generate evacuation signal from FACP and follow pre evacuation procedure, to conduct monitoring of emergency evacuation and render all possible support and guidelines to the emergency response team (ERT) using public addressing system to ensure student and staff successfully evacuated, giving confirmation for empty clearance of building, etc. ✓ To rest FACP accordingly before repossession of the building with monitoring of the dispersal activity for ensuring a smooth movement. ✓ To conduct monitoring of the intruder detection system alarms, physical inspection of the specified area to identify reason of alarm along with the CCTV monitoring of the same and updating the supervisor for necessary action accordingly, looking after the equipment malfunctioning complaint handling and maintain necessary reporting on prescribed format.

REQUIRED JOB SPECIFICATIONS	
Required Qualification	Minimum Intermediate.
Required Experience	At least hold three years' experience in CCTV equipment handling, technical expertness. Control room operations experience will be an additional privilege.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)		
S#	Competency	Criticality (High / Low / Medium)
1.	Communication skills	Medium
2.	Computer skills	Medium
3.	Public Dealing	Low
4.	Responsibility & Punctuality	High