



## JOB DESCRIPTION

Position Title	Assistant Manager CCTV Control Room
Department	Security & External Affairs
Reporting To	HOD I.T & HOD Security & External Affairs
Type of Position	Regular

### POSITION DESCRIPTION

The Assistant Manager is mainly responsible to plan, install, troubleshoot, manage and maintain all the electronic security surveillance equipment's and operations. Which mainly includes (CCTV Infrastructure, NVR's, Physical Access control, Fire alarm, Public addressing, Under vehicle inspection system, Turn star and Speed gates etc.). The resource must be punctual, flexible to be available upon requirement and understand the criticality & dynamics of the surveillance & security field.

### DUTIES AND RESPONSIBILITIES

- Perform a daily self-review / inspection of CCTV, NVR and Access Control software to ensure uninterrupted functionality and check of CCTV data storage and retention period tracking / access controllers and readers functionality.
- Responsible to train CR staff on their technical and surveillance duty role and maintain evaluation by random checks and tracking / remedial actions for resolution and improvement.
- Responsible to lead and ensure presence whenever required round the clock to resolve and activate the surveillance equipment upon failure or being out of order to minimize the unnecessary interruption and prompt recovery.
- To ensure that on duty control room staff conduct an inspection survey in all shift to evaluate equipment's functionality, issuance of daily report to the assistant manager for his onwards review and action with a copy to Manager.
- Work and coordinate with CR Staff on compliant resolution and activation of all faulty surveillance equipment and maintain tracker sheet.
- Responsible for the planning, coordination with team and vendors for the execution and conduction of equipment quarterly or scheduled maintenance, circulation of report to line manager and HOD's.
- Responsible to review and ensure CR maintain all desired reporting templates and submit a consolidated CR daily operations report to line manager.
- Ensure daily meeting and coordination with line manger to keep abreast with the updates, requirements and actions for the smooth operations.
- Maintain routine liaison / coordination with line manager, procurement, I.T and other relevant team for the provision of any part, equipment and technology assessment from analysis and POC prospective.
- Responsible for carrying the pre-purchase technical POC and analysis of equipment's in coordination with vendors and internal teams of various departments which are under planning for purchase with issuance of observations and recommendations to all stakeholders.
- Responsible for the on-job routine / refresher training of all control room staff on technical skills enchantment, handling and maintenance operations briefing against any new equipment, briefing on methods for proactive monitoring, discipline / office ethics etc.
- Responsible to maintain the Data / MIS of all equipment, inventory management for the department.
- To assist in compliance and provision of requirements to line manager against audits such 5S, security & safety audit, I.T ISO-27001 and internal / external audits etc.

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- Responsible to ensure participation with team and assist line manager in organizing all security and safety trainings, drills and demonstrations.
- Acquire training from line manager to handle and operate fire alarm and public addressing system equipment.
- The resource will be a part of emergency response team and will ensure prompt availability at Campus during incidents / emergency situations.
- Responsible for gap analysis working / resolution with line manger on department weak and gray areas for ensuring continuous improvement in operation.
- To ensure control room staff maintain coordination with security surveillance officer, security officers and with all other relevant stakeholders' staff to identify observations and activities to maintain safe and secure environment with mitigation of risk factor.

**REQUIRED JOB SPECIFICATIONS**

Required Qualification	✓ Preferably Electronic Engineer / Computer Science Graduate.
Required Experience	✓ Minimum 3 years of relevant practical experience in managing and maintaining technical operations of Security & Surveillance Equipment's.

**REQUIRED JOB COMPETENCIES (Technical and Soft Skills)**

S#	Competency	Criticality (High / Low / Medium)
1.	IP CCTV & NVR hardware & software installation, configuration & maintenance.	High
2.	Physical access control installation & maintenance.	High
3.	Communication Skills	Medium
	MS Office	Medium
4.	LAN & WAN (Wiring, installation of network security switch & maintenance).	Medium
5.	CCTV Control Room Surveillance Operations	Medium

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