



## JOB DESCRIPTION

Position Title	Control Room Officer (CRO)
Department	Security & External Affairs
Reporting To	Senior Manager Safety & Control Room (SMSCR)
Type of Position	Contractual (Age Group 23 – 35 Years)

### POSITION DESCRIPTION

The Control Room Officer (CRO) will be mainly positioned for CCTV, fire alarm control panel (FACP) and Security / Safety monitoring & technical troubleshooting & surveillance equipment installation / wiring work in to shift duties (Morning, Evening & Nights) 08 hours to 12 hours. This is not a fixed duty shift Job and rotation is mandatory. He 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 (SMSCR) for further decision and action. He will be mainly reporting to Senior Manager Safety & Control.

The Candidates shall be flexible to Work long hours / late when required, Punctual and Responsible must have own Transport to reach at Work in minimum time during Emergency Requirement.

### DUTIES AND RESPONSIBILITIES

- ✓ 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 with circulation of daily report.
- ✓ 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 (SMSCR) and Senior Supervisor Fire & Safety 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.
- ✓ Performed security surveillance patrolling and vigilance role after required Training upon requirement.
- ✓ Conduct new installations and relocation of CCTV, access control systems, turn star gates, fire alarm equipment's.
- ✓ Looking after prompt troubleshooting and technical rectification of above stated equipment's.
- ✓ Responsible to carry out routine and periodic preventive maintenance (Monthly & Quarterly) of above stated equipment's.
- ✓ Ensure coordination and liaison with Security Officers & Security Surveillance Officers (SSO's) regarding routine observations checking and action and during Emergency situation.
- ✓ Perform Safety & Security patrolling and physical vigilance duty with SSO whenever required.

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<b>REQUIRED JOB SPECIFICATIONS</b>	
Required Qualification	<ul style="list-style-type: none"> <li>✓ Minimum Intermediate.</li> <li>✓ D.A.E (Diploma of Associate Engineering) – In (Electronic OR Electrical / I.T) will be preferred.</li> </ul>
Required Experience	<ul style="list-style-type: none"> <li>✓ Minimum Three-Year Professional Experience of I.P CCTV &amp; Access Control technical field operations in any Organization OR CCTV Service Providers.</li> <li>✓ Grip in Installation of Surveillance Equipment (CCTV, Access Control, Public Addressing) NVR programming HDD raid installation &amp; Software Handling.</li> <li>✓ Grip in doing Wiring of equipment's, troubleshooting and compliant resolution and repairing /maintenance capability.</li> <li>✓ Control Room surveillance monitoring experience holder will be preferred.</li> <li>✓ Addressable Fire alarm system &amp; Access control handling experience will be preferred.</li> </ul>

<b>REQUIRED JOB COMPETENCIES (Technical and Soft Skills)</b>		
<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
<b>1.</b>	Verbal & Written Communication	(Medium)
<b>2.</b>	Computer & Email	(Medium)

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