



Office of Human Resources
Security Operations Center Technician - CN3195

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General Statement of Duties

Performs intermediate para-professional level emergency and non-emergency calls by receiving, processing and responding to calls via telephone, text and other means when assigned by the Chief Security Officer (CSO) or designee. Performs non-radio dispatch functions to include call backs, contact additional resources to help resolve incidents and validates alarms received. Operates multi-line telephone systems, computer systems, and radio systems to complete assigned duties.

Distinguishing Characteristics

The Security Operations Center Associate is distinguished from other security roles throughout the city, in terms of the specific duties related to the Security Operations Center.

Level of Supervision Exercised

None

Essential Duties

Performs full performance emergency and non-emergency telephone assistance to individuals who are calling the Denver Security Office.

Processes a high volume of phone calls under stressful and demanding emergency situations and non-emergency situations using the center's computerized telephone system.

Works independently in interviewing the caller to accurately assess the urgency of the incident and the proper response required.

Determines the nature of a call, and if immediate attention is required, immediately begins using the appropriate method over the phone.

Gathers information and rapidly/accurately enters data into the Denver Security Office's system.

Reviews, prioritizes and validates resource needs for incidents received via any current electronic applications used within the Denver Security Office.

Initiates outgoing telephone calls to obtain additional resources for working incidents.

Operates and monitors closed circuit television cameras located throughout the city for criminal activity and emergencies.

Responds in a timely manner to Colorado Open Record Act requests for video per Denver Security Office policy.

Validates various city building alarms received and immediately notifies the appropriate parties.

Monitors, gathers and accurately documents facility related security concerns, issues and events in a chronological, fact-based and objective process using various computerized systems and methods.

Recognizes and responds to opportunities to provide effective problem resolution to service related issues.

Performs other related duties as assigned or requested.

Competencies

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Problem-Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations, uses body language appropriately.

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Knowledge & Skills

Excellent written and verbal communication skills

Proficiency in Microsoft Word, Excel and Outlook

Skill in determining the seriousness of an emergency and knowing when to notify appropriate authority as necessary.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of security or public safety experience dealing with emergency individual problems and applying policies, procedures, and or legal guidelines including one year of computer user experience in a Microsoft Windows computer operating system environment or comparable operating system.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to varying and unpredictable situations. Handles emergency or crisis situations

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Requires judgment and action in life threatening situations.

Shift work with varying days off, works holidays and weekends, subject to changing work schedule. Work is primarily performed in a confined workspace and requires wearing a headset. Mandatory overtime with little to no notice.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and department/agency needs.):

Sitting: remaining in the normal seated position. Standing: remaining on one's feet in an upright position.

Handling: seizing, holding, grasping, or otherwise working with hand(s). Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body. Eye/hand/foot coordination: performing work through using two or more. Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less. Accommodation: ability to adjust vision to bring objects into focus. Color Vision: ability to distinguish and identify different colors.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check
Employment Verification

Assessment Requirement

Alphanumeric Data Entry, ECOMM

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-616

FLSA Code: N

Established Date: 8/4/2019

Established By: CW

Revised Date:

Revised By:

Class History: