



NON-CONTRACT ROLE DESCRIPTION

JD5195

ROLE TITLE:	Administrator, Protection Services Security Systems	ROLE DESCRIPTION NO.:	5195
DEPARTMENT:	Protection Services	HEABC REFERENCE NO.:	1872243
REPORTING TO:	Coordinator, Security Systems	HSCIS CODE:	05099
CLASSIFICATION:	NCEM/Range 7	JOB CODE:	91503

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Coordinator, Security Systems, the Administrator, Protection Services Security Systems is responsible for the programming and operations of Protection Services Security Systems for the Vancouver Island Health Authority. This includes photo identification, intrusion, door, hold-up and staff duress alarm functions, CCTV monitoring and recording, and card access. The Administrator oversees the delivery of these functions to sites and facilities within Island Health and provides project oversight and support for the implementation and enhancement of security systems and quality improvement initiatives within the portfolio.

DUTIES AND RESPONSIBILITIES:

1. Participates in the planning process for the portfolio to ensure fully integrated, high quality, and cost effective service by providing input and direction regarding planning and installation of new security systems associated with Capital and Department-funded projects.
2. Provides project management and oversight of capital projects with security systems implementation.
3. Provides work direction, calls in relief staff and participates in the orientation and training of assigned Protection Services staff and Systems Associates.
4. Performs daily system administration duties on all security systems to ensure operability, reliability and application security requirements are maintained.
5. Performs system programming on system installation projects and change management maintenance of systems.
6. Liaises with stakeholders and external vendors to ensure successful outcomes. Approves final sign-off of system additions/enhancements.
7. Liaises with other departments and staff regarding security alarms, CCTV, Duress, Temperature Monitoring, Infant Abduction, WiFi Heat Mapping, Card Access, Photo ID and associated protocols.
8. Configures parameters of newly installed systems hardware including CCTV surveillance cameras and IP-based remote viewing capability, configuring access cardholder groups and privileges.
9. Configures parameters of employee access requirements in consultation with department leadership. Oversees programming and release of access cards, administration of cardholder database and the invalidation of security privileges of terminated staff, physicians, contractors and volunteers as appropriate.
10. Supports in the development and implementation of Protection Services Systems programs, policies and procedures pertaining to security systems.

11. Identifies and implements quality improvements and efficiencies, including protocols, policies and procedures. Develops action plans regarding Protection Services Security Systems issues including the determination of appropriate outcomes.
12. Produces confidential reports and video records essential to Protection Services incident investigations. This may include confidential information on any staff member.
13. Diagnoses systems malfunction; analyzes systems data to identify problems. Determines whether servicing issues are hardware or software related. Initiates action with external vendors or internal departments to resolve issues. Initiates and ensures satisfactory resolution of Protection Services systems repair and maintenance issues.
14. Represents Protection Services at various Island Health and committee meetings. Consults to outside parties in areas of expertise.
15. Assists with the development of operating and capital budgets for security systems, including making recommendations regarding priorities and by preparing supporting documentation.
16. Provides support to all other Island Health departments of security systems protocol to staff by developing informational summaries for distribution on Intranet, management group emails, handouts, and internal staff newsletters.
17. Provides day to day operational support to other Protection Services programs in Island Health, including Security Control (Dispatch, Photo ID, and Proximity Card technical support).
18. Maintains site maps specific to Security Systems infrastructure, and assists in design-phase planning for building security systems infrastructure.
19. Assists in Pharmacy Diversion investigations, review of CCTV and Proximity Card data, providing a written report of the reviewed information.
20. Maintains industry-relevant knowledge to best assist Island Health for current and potential security systems infrastructure.
21. Provides after hours on-call support.
22. Performs other duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a degree in Software Engineering Program (Bachelor of Software Engineering (BSEng) degree program), Computer Science (Network Mapping, Systems Designer, Systems Auditor, Security Analyst, Data Administrator, Programmer, Systems Architect, Strategic Analyst), or Architectural/Engineering Technology plus five (5) years' recent related experience in a large institutional or campus environment, preferably in a health care setting.

Software Development Certification training for Security Analysts.

Skills And Abilities

- Demonstrated competencies in data modelling, data standards development and database administration
- Demonstrated commitment to client focused services and teamwork.
- Ability to integrate administrative, professional and operational aspects of the department throughout the Vancouver Island Health Authority in an effective and efficient manner.
- Demonstrated ability to plan, organize and problem solve. Proficiency in the use of personal computers.
- Demonstrated ability to communicate effectively, both in writing and verbally, including delivering presentations to groups.
- Demonstrated ability to deal with others effectively, including the ability to both lead and participate as a member of a team.

- Demonstrated ability to function effectively in a highly dynamic environment. Experience with access control software.
- Physical ability to perform the duties of the position.