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# PERSONNEL COMMISSION

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LONG BEACH  
UNIFIED SCHOOL DISTRICT  
*Excellence & Equity*

**Class Code: 5328**  
**Salary Range: 20 (C1)**

## **SCHOOL SAFETY APPLICATIONS SUPPORT TECHNICIAN**

### **JOB SUMMARY**

Under close supervision, perform a variety of technical duties related to the District-wide use of electronic door and elevator access, and security camera systems; communicate with sites regarding system issues and status requests; respond to site requests for service and problem resolution; deliver user system training; perform related duties as assigned.

### **EXAMPLES OF DUTIES**

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Perform a variety of technical duties related to the use of District electronic door and elevator access, and security camera systems; assure compliance with applicable laws, codes, policies and guidelines. **E**
- Serve as a resource to District staff, vendors, and the public regarding the use of District electronic door and elevator access, and security camera systems; respond to inquiries and provide information related to security and access policies and procedures. **E**
- Create and issue employee identification badges, setting access levels based on approved guidelines and protocols; escalate special requests to designated staff, as appropriate. **E**
- Monitor the daily operations of the District-wide security camera system; monitor site-level access to the security camera system and issue user names and passwords; provide camera user training, as assigned. **E**
- Review and respond to requests for security video footage; download and review video footage and distribute to authorized internal staff; may distribute to external staff and agencies as assigned; may appear and testify in court to verify authenticity of video footage. **E**
- Monitor the daily operation of the District's electronic access control systems; issue keycard badges, program door grouping, access levels and staff access times and dates; add and remove electronic systems access. **E**
- Participate in the testing and implementation of system enhancements as requested; provide feedback to internal staff and external vendors as requested. **E**
- Review site blueprints for system installation locations; may participate in site walk-throughs with District staff, administrators and systems' vendors to visually understand system locations. **E**
- Serve as first-level technical expert to troubleshoot issues with security systems software and systems accessibility; escalate unresolved issues with hardware and software to School Safety Applications Support Specialist, other District staff and external vendors as necessary; track and monitor service requests and communicate status with users. **E**

- Attend, participate in, and represent the District in system training with vendors; present systems operating procedures and user training workshops, small group and one-on-one's with District staff on system use processes, procedures and functionality. *E*
- Prepare and maintain a variety of records and reports. *E*
- Operate a variety of office equipment, including computer and telecommunications hardware and software; may drive a personal vehicle to conduct work. *E*
- Perform related duties as assigned. *E*

*Note: At the end of some of the duty statements there is an italicized "E" which identifies the essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

**DISTINGUISHING CHARACTERISTICS**

The School Safety Applications Support Technician performs a variety of technical systems and user support services for the District's centralized electronic lock, elevator and security camera systems. Positions in this class are responsible for participating in and providing user training in the application of operating procedures related to assigned application technologies, providing first-level point of contact in troubleshooting service and systems issues, and assuring the accuracy and timeliness of system service delivery.

This classification is distinguished from the School Safety Applications Support Specialist in that the latter classification has responsibility for developing standardized operating procedures and District training materials, developing standardized titling and nomenclature definitions and terminology within vendor software parameters, and serving as a lead over designated technical and clerical staff.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

- Electronic access management and security systems concepts, terminology, functions, policies and procedures.
- Use and operations of equipment, security software packages, system applications, word processing, spreadsheet and other related software.
- Digital video management systems.
- Laws, codes, policies and procedures related to assigned activities.
- Techniques for effective development and delivery of user training materials.
- Effective organizational and time management skills.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.
- Office practices, procedures and equipment.
- Principles and practices of providing quality customer service.

**Ability to:**

- Perform a variety of technical duties related to the operation of District-wide security systems.
- Participate in review and enhancement of standard operating procedures, protocols, training materials and presentations.
- Prepare written communication and documentation for users and internal use.

Troubleshoot system errors.

Continually learn and utilize highly specialized software applications.

Attend a variety of trainings, meetings, and site visits.

Evaluate and identify problems, causes and take appropriate action to resolve.

Operate and use standard office and information systems equipment.

Maintain files, process inquiries and process systems data.

Establish and maintain cooperative and effective working relationships with others.

Prioritize and schedule work to meet customer needs, established schedules, timelines and deadlines.

Conduct system-related research.

Communicate effectively both orally and in writing.

Provide excellent customer service in person and via technology and telecommunications systems.

**Education and Training:**

Graduation from high school or equivalent. College-level coursework, workshops, or trainings in computer science, information systems, software applications or a related field is highly desirable.

**Experience:**

One year of clerical record-keeping and customer service experience involving the application of procedures and working with specialized software applications. Experience working with electronic access management and security camera systems is preferred.

Any other combination of education, training and experience which demonstrates that the applicant is likely to possess the required skills, knowledge or abilities, may be considered.

**SPECIAL REQUIREMENTS**

Positions in this classification require the use of a personal automobile and possession of a valid California Class C driver's license.

*SELF -CERTIFICATION OF TYPING/KEYBOARDING SKILLS*

This classification requires that incumbents be skilled in typing/keyboarding at a minimum of 35 words per minute. A typing test will not be given. Incumbents must certify in writing that they have such skills at the time of appointment to this class. Demonstrated proficiency will be expected during the probationary period for the class.

**WORKING ENVIRONMENT**

Office environment

Frequent interruptions

Occasional driving to conduct work.

**PHYSICAL DEMANDS**

Dexterity of hands and fingers to operate office equipment and a computer keyboard.  
Sitting for extended periods of time.  
Seeing to read a variety of materials, computer screen and security camera video.  
Hearing and speaking to exchange information in person and on the telephone.  
Bending at the waist, kneeling, or crouching to file materials.  
Reaching overhead, above the shoulders and horizontally.

*AMERICANS WITH DISABILITIES ACT*

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

**APPOINTMENT**

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 04/18/2024