

HEALTHCARE SECURITY TECHNICAL OPERATIONS COORDINATOR



REPORTS TO:
Security Manager



DEPARTMENT:
Healthcare Security

TOOLS



Communication devices



Security systems



System manuals and diagrams



Computer and software programs

WORKING CONDITIONS

Physical Demands



Extended standing and moderate to heavy lifting is occasionally required



Working conditions may be somewhat disagreeable requiring occasional exposure to safety hazards and noise when reviewing the work of contractors



Work pressure, disturbances of work flow and/or irregularities in work schedule are expected and occur on an intermittent basis



Ability to lift, move and install equipment

Mental Demands



Ability to maintain composure when dealing with high-pressure/urgent situations

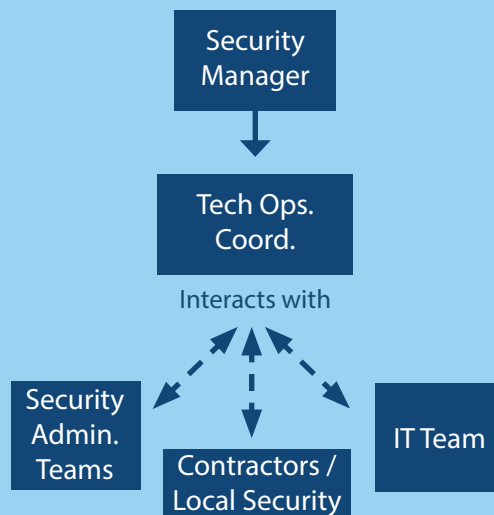


Ability to quickly solve complex problems and multi-task with short deadlines

ABOUT ME

I am an experienced and passionate Healthcare Security Technical Operations Coordinator. My job is to oversee the implementation of the healthcare facility and medical offices's security systems and technology integration.

I consult, assist and track the master system architecture for local security administration teams; provide contractor/local security support for programming or bringing systems into operations; maintain the security system server software licensing; provide liaison for local security, Systems Designers, and manufactures; and ensure design/construction projects are consistent with industry best practices, as well as the NFS design standards, scope, schedule and budgets.



MY FOCUS

"My main focus is to **service, maintain, provide support, configure, test,** regularly **audit;** and review all the security systems to quickly address any gaps/issues, and implement fixes."



QUALIFICATIONS

Education/Certifications

- High school diploma or equivalent
- Valid state driver's license or state issued identification card
- Must pass basic Security Officer training and AVADE

Knowledge

- Security/healthcare
- Security systems service & maintenance (access control, intrusion and video surveillance systems)
- Access control & video surveillance systems inspection

Skills

- Emotional intelligence
- Customer service
- Ability to adapt
- Time management
- Critical thinking/problem solving
- Computer proficiency in Microsoft Office suite and Windows based Operating system
- Technical support/troubleshooting
- Attention to detail

Requirements

- Ability to work overtime
- Reliable form of transportation
- Availability for frequent travels
- Ability to drive (pending site requirements)
- Abide by member privacy laws
- Adhere to security licensing
- Ability to pass physical fitness test and employee health screening
- Maintain professional composure
- Ability to use N-95 Respirator

METRICS

Systems Health



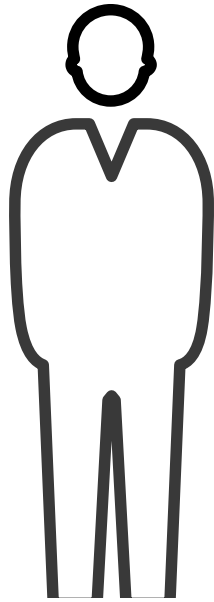
% of Systems health # of Systems online

Quality Assurance



Response time

Task completion



SECURITY BASICS	RISK MANAGEMENT	COMMUNICATION	SERVICE DELIVERY	LEADERSHIP
Knowledge of healthcare operations and care delivery environments	Troubleshooting and problem solving	Written and verbal communication skills	Vendor management	Decision making skills
Security procedures and operations expertise	Security system configuration	Ability to influence stakeholders	Responsive and dependable	Collaborative with facility stakeholders
Knowledge of facility and department heads	Security System maintenance	Customer service oriented	Environmental Design	Emotional intelligence
Business and organizational acumen	Project and time management skills	User training	System consultation & procurement	Adaptable

RESPONSIBILITIES

Observe

- Observe and remain vigilant for system inefficiencies/issues and actively suggest improvements and implement effective countermeasures
- Complete frequent audits of the security systems/equipment
- Ability to define problems, collect data, establish facts, and draw conclusions upon experience, research, and input from peers

Protect

- Protect the customer's facility from loss due to theft of systems/equipment by remaining vigilant
- If needed, fulfill the responsibilities, qualifications, and competencies of other security members, including the Security Manager

Maintain

- Maintain parts stock and tools inventory
- Maintain compliance with local, state, and federal regulations
- Maintain security systems, alarm devices, and related equipment, following blueprints of electrical layouts, and building plans
- Maintain documentation of the security system configuration

Monitor

- Ensure that design/construction projects are consistent with industry best practices and NFS design standards, scope, schedule, and budgets
- Observes and report the work safety of contractors

Communicate

- Communicate in a courteous, respectful, and pleasant manner to the security team, customer, visitors, and members
- Present a professional image of BCI, the customer, and the Security Department
- Teach facility-specific procedures and policies

Learn

- Learn security and healthcare operations, procedures, and codes
- Basic understanding of network integration and set-up
- Learn and adhere to the company policies and procedures
- Learn proper equipment safety
- Interpret applicable policies and procedures based on existing circumstances
- Research methods, systems, or materials for the purchase of systems

Configure

- Provide technical and troubleshooting support, as well as coordinate problem tracking and resolution, and security systems auditing
- Provide programming, configuration, and testing for system expansions
- Actively participate in installation projects

Plan

- Assist the Security Manager to plan, organize, train, and implement administrative, operational, and facility-specific programs, procedures, and policies
- Plan and implement maintenance and health monitoring items; and maintenance of system standards
- Inspect installation sites and study work orders, building plans, and installation manuals to determine if materials requirements and installation procedures have been met

Report

- Quickly identify potential negative situations, and implement effective countermeasures
- Review appropriate reports received from the Command Center and Security Officers
- Create system configuration documents