

JOB DESCRIPTION

Job title:	Security & Administrative Analyst
Position number:	1121
Salary grade:	2
Reports to:	Operations Assistant Manager
Date:	January 2019

SUMMARY

Under the direction of the Operations Assistant Manager, the incumbent of this position is responsible for security and administrative functions geared towards maintaining a safe and secure environment for the public and employees by monitoring premises, bridge operations, security and access control systems.

DUTIES AND RESPONSIBILITIES

Under the supervision of the Operations Assistant Manager, you will be responsible for:

- Operate as the central point of contact for multiple physical security systems at the Blue Water Bridge location, including security access control system, intrusion detection systems (IDSs), and an array of closed circuit television (CCTV) cameras
- Coordinate after hours calls from the desk of the BWB administrative assistant
- Collect, tract and coordinate work order requests
- Coordinate and track security clearances for employees
- Monitor security system alarms, facilities and security system/equipment deficiencies, and other occurrences for appropriate follow-up
- Dispatch key role players to alarm activations, security/emergency incidents, and other critical events occurring on premises, as required
- Initiate accurate and timely notifications to senior management, functional representatives, and other key stakeholders/ role players during routine and emergency situations
- Support facility and management emergency actions (actual and simulated), including Fire Plans, Emergency Standard Operations Procedures (ESOPs), Disaster Recovery Plan, etc.
- Monitor radio transmissions and communicate with proper radio etiquette
- Update internal security information in a timely manner

- Update social media with respect to traffic issues / wait times
- Correlate Variable Media Sign (VMS) updates with Operations Shift Supervisor
- Prepare an accurate shift report documenting all events during the course of the shift
- Perform other security related functions as assigned by management
- Adhere to FBCL Security Requirements
- Remain current on security environment and bulletins from security agencies

ESSENTIAL QUALIFICATIONS

- Post-Secondary diploma (2 yr.) in Emergency Response Management, Emergency Communications, Security program, another specialty related to duties of position OR an equivalent combination of education and experience
- Minimum 2 years' security related experience, with specifically a minimum of 1 year experience in a high-volume information environment such as switchboard operator/operations center or call center
- Ability to work shifts
- Excellent computer skills, especially in Word, Excel and Outlook
- Excellent verbal and written communication skills
- Critical and logical thinking skills
- Strong decision making, attention to detail, analytical and troubleshooting skills
- Adaptability and ability to multitask
- Ability to sit for prolonged periods without becoming distracted or complacent
- Ability to maintain a professional and calm demeanor
- Ability to maintain a positive attitude and high motivation level
- Must be a team player
- Valid driver's license
- Eligibility to obtain a "Secret Level" security clearance from Government of Canada (this is a condition of employment)
- May require occasional travel for training
- English Essential, French is an asset

WORKING CONDITIONS:

i) Physical Effort

Minimal X

Moderate

Rigorous

Prolonged sitting at desk, but free to move around within the SOC.

ii) Physical Environment

Minimal X

Moderate

Rigorous

The work is performed in an office environment with rare exposure to unpleasant conditions.

The SOC will be isolated from others by security access controls, leading to long work periods alone in the office.

iii) Sensory Attention

Minimal

Moderate

Rigorous X

Constant monitoring of multiple computer screens.

Crisis communication skills to drive effective resolutions.

Listening skills to respond effectively and negotiate with internal and external stakeholders.

There is a frequent need to concentrate for extended periods

iv) Mental Stress

Minimal

Moderate X

Rigorous

There is constant pressure due to multiple priorities and requirements of vigilant monitoring and analysis of information. Pressure dealing with security breaches/incidents, both potential and actual. Rotational shift work within a 24-7 operation is required.