

POSITION DESCRIPTION

- Job Title** : Close Circuit TV Manager
- Unit** : Information and Communications Technology Unit
- Division** : General Administration
- Reporting to** : Director, Information and Communications Technology Unit
- Supervising** : Close Circuit TV Supervisors (5)
Close Circuit TV Operators (100)
- Role** : The incumbent is required to manage the delivery and support of information system services to the Ministry of Homeland Security and to deliver high quality customer service to its internal and external stakeholders, under the direction of the ICT Director. Duties include: managing the operations and maintenance of the National CCTV Video Surveillance systems; pro-actively managing systems availability and systems capacity; developing of and complying with service level agreements and targets; managing ICT security breaches, problems, and incidents; and supervising professional, technical and support employees.

Duties and Responsibilities :

- Manages the development of policies, standards and procedures for the operations of the CCTV System.
- Leads the management and delivery of defined CCTV surveillance projects such as the operations, control, usage and maintenance of the Ministry's CCTV infrastructure and ensures that agreed service levels are met as well as ensure compliance with maintenance and support procedures.
- Assesses the risks to the availability, integrity and confidentiality of the data obtained from CCTV footage in order to ensure its integrity for use in the court of law and is in compliance with the Data protection Act or similarly related Acts.
- Manages and acts on request for data and video footage in a timely and efficient manner to the various clients served by the CCTV operations.

- Assists other ministries and agencies with the deployment and development of their CCTV systems.
- Plans and improves all aspects of surveillance locations, the availability of CCTV services, including the management of the implementation and testing of disaster recovery plans.
- Manages the CCTV storage and backup systems to provide agreed service levels, and to satisfy the data protection and disaster recovery requirements of the Ministry's CCTV operations.
- Develops and maintains policies, standards and procedures for the operations of the CCTV centres and for managing CCTV incidents.
- Monitors opportunities provided by new and emerging technologies and products, including CCTV application software products, to address surveillance challenges and specifications.
- Maintains in-depth knowledge of video surveillance including operational and surveillance software tools, service quality and provides expert advice regarding application of video surveillance applications.
- Keeps abreast of new methods and trends in video surveillance and products to advance the ministry's video surveillance capabilities.
- Performs other related duties as assigned.

Knowledge :

- Considerable knowledge of the principles tools and techniques required for the management and control of CCTV operations within a large organisation.
- Considerable knowledge of project management tools and techniques.
- Some knowledge of relevant financial and procurement processes, rules and regulations.

Skills and Abilities :

- Ability to manage multi-disciplinary teams and technical and professional staff.
- Ability to think creatively and to implement leading-edge technology solutions.
- Ability to negotiate and manage complex technical and non-technical contracts.
- Ability to communicate effectively both orally and in writing.
- Ability to manage change in the public sector.

- Ability to promote teamwork and to manage conflict.
- Ability to establish and maintain effective working relationships with colleagues.
- Ability to interact positively with members of the public and external stakeholders.

**Experience
and Training** :

- Minimum of five (5) years' experience at a management level in the area of CCTV, including at least two (2) years' experience in the development, implementation and operation of video surveillance systems.
- Training as evidence by the possession of a recognized Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.

