

Class:	Staff
Original Date:	February 2025
Revision Date:	
Pay Group:	26

SECURITY SYSTEMS ANALYST

NATURE AND SCOPE OF WORK

This is not a cybersecurity position.

This role performs complex and technical work that requires both technical acumen and people skills. The Security Systems Analyst is responsible for the day-to-day administration of Facilities systems (e.g., physical access control, physical security systems, camera systems, incident and user communications systems, incident management systems, etc.), including sensitive digital investigations, that require working with data that would be considered to fall under privacy regulations. The incumbent works with Digital Technology Services (DTS) when considering technical security issues, and in coordination with Safety, Operational Security & Parking, and collaborates with the Capilano University (CapU) community regarding needs assessments and requirements gathering. This is a primarily on-site role and can be located either in North Vancouver or Squamish.

This position reports to the Manager of Security Technology and Access in the Office of Safety & Emergency Services (SES) within the department of Facilities Services and Campus Planning.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Provides excellent customer service to prioritize and address inquiries and concerns.
- Day-to-day administration of Facilities' technical systems.
- Analysis of, and response to, requests regarding providing/removing individual and group access to systems, as appropriate.
- Collaborates with university departments to analyze operational needs, assess current system capabilities, and identify gaps; negotiates and recommends security system solutions that align with departmental requirements and university standards.
- Reviewing system health, resolving issues where appropriate, and escalating issues to the Manager and/or DTS when necessary.

- Supports sensitive digital investigations of safety, security, and policy infractions in support of a secure, safe and healthy university environment. As a result, the incumbent may be required to participate in investigations of members of the University Community, including students and employees, which may be of a punitive nature.
- Conducts PIA (Privacy Impact Assessment) and related assessments.
- Accepts and supports records management for all incoming Security reports and records from multiple properties.
- Supports SES with the design, creation and configuration of dashboards; conducts analysis; creates graphic content for presentations; conducts presentations for different areas of the University.
- Creates and develops metrics, reports and presentations.
- Maintains a cycle of continuous improvement by reporting issues, identifying problems, capturing key performance indicators (KPIs), and identifying gaps.
- Assists stakeholders to establish baseline area assessments and plans.
- Assists in creating a University-wide, rolling, preventative maintenance and renewal program for Facilities systems and equipment.
- Coordinates projects involving systems vendors; arranging and coordinating meetings and demonstrations for new initiatives.
- Identifies problems and coordinates with DTS regarding the service, repair, and installation of other facilities and security technology equipment such as panic buttons, radio systems, access control, security video/alarm software, and hardware.
- Works with DTS to coordinate system upgrades and patches. Collaborates with DTS in the optimization of systems to ensure optimal performance.
- Maintains, supports, and troubleshoots day-to-day Facilities systems components, features, and functions, including access plans, lifecycle improvements, and schedules. Coordinates and communicates activities with impacted areas.
- Develops, analyses, documents, and maintains processes and procedures for the Facilities systems.
- Collaborates with DTS regarding the integration of facilities systems into the DTS ecosystem.
- Participates in research, evaluation and/or recommendations related to the purchase of platforms related to Facilities systems.
- Represents Facilities in system-related discussions with vendors, and internal and external stakeholders.
- In collaboration with DTS, liaises with vendors and service providers to develop, modify, upgrade programs and coordinates technical support as required.

- Oversees administrative control of Facilities systems and assigns access rights to department systems, programs, files, and folders.
- Oversees physical card access control at all campuses. In consultation with management, administers membership of existing user access groups for employees, students, and contractors. Administers security access changes for holidays, special events, closures, and other university events.
- Assists DTS in development of processes to ensure that door access system remains operational. Reviews system logs and equipment status reports daily for user history, alarms, functional errors, and problems and anomalies in access.
- Configures intrusion alarm and monitoring software interface for university properties.
- Assists with developing technological initiatives with the intention of refining day-to-day operations of Campus Security focusing on proactive monitoring, incident response and case management.
- Assist with researching and gathering data for new policies, processes, and procedures to ensure reliable and effective SES operations.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (fire, earthquake, WHMIS).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a bachelor's degree in any subject area.
- A minimum of 5 years of directly related experience in a post-secondary environment or within a large public institution, including experience in developing security system standards.
- Knowledge of provincial and federal safety and security regulations, acts, standards, and programs as they apply to security systems.
- Travel and business use of personal vehicle is required in this position on an as-needed basis to other campuses; must hold a valid BC driver's license.
- Network+ certification (or similar).
- CCTV usage and alarm monitoring familiarity.
- A current criminal record check is required.
- Working toward a license in Basic Security Training (BST).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Considerable knowledge of access control and physical security concepts and best practices.

- Considerable knowledge of project management practices, including the ability to act as project lead for small to mid-sized projects.
- Considerable knowledge of business English, spelling, punctuation, and grammar.
- Ability to create and maintain system documentation.
- Ability to understand the context of issues to exercise initiative and judgement regarding action required.
- Ability to multitask, maintain attention to detail, apply organizational skills to meet deadlines, and work with minimal supervision.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to adapt to changing situations, anticipate needs, and reprioritize tasks smoothly.
- Ability to understand and keep up with constantly changing technical information, analyze and formulate solutions to a variety of problems.
- Ability to establish and maintain effective working relationships within the university community, particularly with students and employees.
- Ability to lift and/or carry up to 50 pounds / 20 kilograms.
- Ability to carry and climb ladders.
- Ability to use small hand tools such as screw drivers, drills, cabling tools.