Assistant Technical Specialist, University Police
University at Buffalo, The State University of New York

Job Title	Assistant Technical Specialist, University Police
Department	University Police
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Mar. 6, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://www.ubjobs.buffalo.edu/postings/48977
Apply By Email	
Job Description	

Position Summary

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The **University at Buffalo Police Department** seeks an **Assistant Technical Specialist** to provide support to the Instructional Support Specialist and Equipment Specialist. This position supports the diverse technology infrastructure within the University Police Department as well as the expanding University wide security camera system. The candidate will be required to be actively involved in all aspects of University Police technical operations. Candidates must possess a solid background in IT customer support and will be expected to work in a highly effective manner in areas concerning both day-to-day operations as well as on both short-term and long-term projects. Candidate will be a self-starter capable of producing results working both individually and in a team environment.

These duties will include but are not limited to the following items:

- Assists the lead technical manager in the implementation, maintenance and support of all technology-based needs of the University Police department including both hardware and software platforms.
- Assist with the installation and support of complex security systems for the university on the North, South and Downtown campuses, including bid specifications, cost estimates and system implementation.
- Provide on-going support for the campus security camera systems. Monitor the campus security camera system to ensure proper functionality of security cameras. Coordinate repair, replacement and upgrades of all campus security cameras.
- Assist the lead technical manager in the maintenance and oversight of the UB Blue Light Emergency phone system.
- Assists with the maintenance and support of all University Police servers, workstations, tablets, radio, VoIP and analog phone components and their related systems at all departmental locations on the North, South and Downtown campus locations.
- Provide application training and support for University Police staff. Applications include both commercial products (e.g. Microsoft Office Suite, Adobe products, etc.) as well as systems specific to University Police and Law Enforcement Agencies.
- Assist with the maintenance of the University Police vehicle fleet to include in-car electronics, emergency lighting, mobile radios and in-car tablets.
- Ensures all University Police systems are fully operational and that any loss of service is restored in a timely and efficient manner.

All the duties & responsibilities listed above continue to occur in a 24×7 environment, therefore, working extended hours, holidays, or varied hours may be required.

Outstanding Benefits Package
Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy

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mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. We support your growth and development through our career coaching and training department and we qualify as a public service loan forgiveness organization. Learn more about our **benefit packages**.

About The University at Buffalo
The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the **University at Buffalo**.

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- Associates degree with four (4) years of technical experience working in a Windows environment. The education and experience requirements described in this standard may be satisfied by an equivalent combination of education and experience.
- High Degree of Professionalism, excellent written, verbal and customer service skills.
- Ability to troubleshoot computer software, hardware and network failures, camera software and hardware failures, and alarm system problems.
- Must be able to pass a comprehensive criminal background check.
- A valid driver's license to operate a motor vehicle is required or candidate must otherwise demonstrate their capacity to meet the transportation requirements of the position.

Preferred Qualifications

- Working knowledge security camera support experience using Video Management System.
- Ability to troubleshoot camera software and hardware failures.
- Ability to troubleshoot alarm system problems.
- Experience working with and troubleshooting electronic equipment.
- Knowledge and experience with card access systems.

- Experience with VOIP and analog phones.
- Experience in or knowledge of a university community.

Physical Demands

- Occasionally ascends/descends a ladder up to 12 feet for security camera installation.
- Transport and carry tools needed for installation.
- Ability to move up to 50lbs with the use of a cart or dolly and ability to ascend/decend a ladder up to 12ft.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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