

**Oregon State Legislature  
Security Operations Technician  
Job Description**

<b>Classification Title</b>	Security Operations Technician		
<b>Job Code:</b>	7776	<b>Job Family:</b>	Legislative
<b>Pay Grade</b>	4	<b>Date Reviewed</b>	May 2026
<b>FLSA Status</b>	Non-Exempt	<b>Date Revised</b>	May 2026

**GENERAL SUMMARY**

Provides comprehensive security, technical, and credentialing support for the Oregon State Capitol. This position serves as a liaison between staff, building occupants, the public, and contracted vendors while ensuring the integrity of all physical and electronic security systems, access controls and credentialing.

**REPORTING RELATIONSHIP**

Reports to the Security Services Manager.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

**Systems Monitoring & Technical Support**

1. Monitor status of alarm systems, access control activity, and security detection equipment to include CCTV.
2. Identify, troubleshoot, and escalate system irregularities, equipment failures, or database inconsistencies
3. Perform hands-on adjustments, minor repairs, and routine functionality checks on cameras, sensors, alarms, and related hardware
4. Coordinate vendor service calls, system updates, database maintenance, and scheduled repairs
5. Monitor fire, duress, and intrusion alarms and ensure proper system operation

**Access Control & Credentialing**

1. Provide security information and credentialing assistance to staff, visitors, and contractors

2. Issue, manage, and track badges, keycards, hard keys, and parking credentials
3. Maintain, update, and audit access control databases, ensuring accuracy, authorization integrity, and compliance with security protocols
4. Program, modify, and troubleshoot access levels, schedules, and permissions
5. Verify authorization for restricted and sensitive areas
6. Perform basic maintenance on access control hardware (readers, door contacts, strikes, sensors)

### **Incident & Emergency Support**

1. Receive, assess, and relay information regarding incidents and emergencies
2. Dispatch security personnel following established procedures
3. Operate radio, phone, and public address systems to support emergency communications
4. Assist with system resets, alarm verifications, and post-incident equipment and database checks

### **Customer & Operational Support**

1. Support compliance with building security procedures and access protocols
2. Assist with visitor-related security activities, including screening and guided access
3. Coordinate with internal teams and external partners on security and access-related needs

### **Documentation & Reporting**

1. Complete incident reports and maintain detailed security logs
2. Document alarms, system activities, maintenance actions, and security events
3. Track equipment issues, repairs, database changes, and vendor service outcomes

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**

- The wide range of functions performed by Security Operations
- Multi-line telephones
- Electronic physical security systems, including access control, CCTV, alarms, sensors, and duress systems
- Access control database structures, credentialing workflows, and authorization management
- Basic troubleshooting techniques for electronic security hardware and software
- Security procedures, emergency response protocols, and access authorization standards
- Screening and inspection practices for mail, packages, and personal property
- Communication systems, including radio, telephone, and public address systems
- Applicable State & Federal laws, policies, procedures, and general public safety practices

- **Skill in:**

- Standard office computer applications
- Administering, updating, and auditing access control databases with a high degree of accuracy
- Monitoring and interpreting multiple security systems and identifying irregular or suspicious activity
- Performing hands-on adjustments, minor repairs, and basic maintenance on security equipment
- Coordinating with vendors and contractors on repairs, upgrades, and system improvements
- Communicating clearly and professionally with staff, visitors, contractors, and partner agencies
- Providing excellent customer service and applying de-escalation techniques in a public-facing environment
- Operating security and communication systems effectively during routine and emergency situations
- Writing clear, concise, and accurate reports and maintaining logs

- **Ability to:**

- Maintain confidentiality and demonstrate professionalism at all times
- Collaborate effectively with security personnel, law enforcement, and other staff
- Be resourceful and able to think critically to resolve issues
- Maintain situational awareness while managing multiple responsibilities in a dynamic environment
- Follow established procedures apply judgment when responding to incidents
- Prioritize tasks and respond effectively under pressure
- Work collaboratively with security personnel, staff, and external partners

## **MINIMUM JOB REQUIREMENTS**

Associate's degree in Security Systems Technology, Criminal Justice, or a related field and three (3) years of related experience.

An equivalent combination of education and experience sufficient to demonstrate ability to perform the duties of the position may be considered.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Positions in this class have good working conditions relatively free from unpleasant environmental conditions or hazards. Office environment.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Medium Work – Depending on assignment, positions in this class typically exert up to 35 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to lift, carry, push, pull or otherwise move objects.