



# Position Description

<b>Position title:</b>	Protective Security Technician
<b>Reports to:</b>	Group Manager – Protective Security
<b>Business unit:</b>	Corporate Services Group
<b>Employment category:</b>	Employment Contract

## About CitiPower and Powercor

As electricity distribution companies we provide safe, reliable and affordable power to 1.3 million Victorian customers. We use our network of poles, wires and infrastructure to bring power to homes and businesses across almost 65% of Victoria — that’s more than 120,000 kilometres of wires and 850,000 poles.

But we do so much more than manage poles and wires. We’re also the gateway to a clean energy future, dedicated to finding solutions and harnessing new technology to benefit our customers, communities and the environment. This includes industry leading projects in community batteries, demand management, smart charging for electric vehicles (EVs) and microgrids.

And as more customers choose solar, batteries, EVs and smart appliances — the electricity system is becoming increasingly complex, and so too is the level of innovation required to manage it.

## About the Corporate Services Group you’ll be part of

The Corporate Services Group plays a vital role for the business by managing essential services such as property, procurement, revenue management, payroll and security. With a focus on excellence, integrity, collaboration, and innovation, we are dedicated to delivering exceptional support that enables the company to thrive and grow.

The Corporate Services Group support the operational efficiency and safety of our business. The team manage essential assets and services critical to running of the business. From overseeing property and procurement to managing revenue, payroll, and the security of our people, places and assets. They ensure that these elements are well-maintained and optimised to deliver value for all.

## Our core values



Live safely



Improve our business



Be customer and community minded



Be the best you can be



Succeed together

# Purpose of the position

This position is responsible for the overall management of the Planned Preventative Maintenance (PPM) program across all CitiPower, Powercor and United Energy sites, including responding to day to day break/fix faults, and managing the deployment and recovery of the tactical solar CCTV fleet. The incumbent will serve as the team's technical conduit to our contracted security systems providers.

## Your key responsibilities

### Planned preventative maintenance

- Deliver the full annual PPM program across all 18 depot sites and corporate facilities for Powercor, CitiPower and United Energy
- Conduct scheduled inspections, testing and servicing of all electronic security equipment including access control, CCTV, intruder detection, electric fencing, perimeter systems and ancillary hardware
- Maintain accurate service records, inspection logs and asset condition reports
- Identify equipment approaching end of life, system vulnerabilities or maintenance risks and escalate accordingly

### Break/fix and reactive response

- Respond to day to day reactive faults and break/fix jobs across the network, prioritised by system criticality and site risk
- Diagnose and resolve faults across Gallagher access control, Milestone XProtect VMS, intruder detection systems, IP cameras, electric fencing and associated security hardware
- Minimise system downtime at critical infrastructure sites through efficient fault resolution
- Maintain accurate fault and resolution records for all reactive work orders

### Tactical Solar CCTV trailer fleet

- Take full ownership of the Group Protective Security tactical solar CCTV trailer fleet, including deployment, commissioning, operational monitoring support, decommissioning and recovery
- Coordinate trailer deployment logistics with the Group Manager and relevant operational stakeholders, ensuring trailers are field ready and commissioned to specification on time
- Conduct post recovery inspection, maintenance and storage readiness checks on all trailer assets following each deployment
- Maintain deployment records, asset condition logs and maintenance schedules for the full trailer fleet

### Contractor liaison and technical conduit

- Serve as the day-to-day technical conduit between Group Protective Security and the contracted security systems providers engaged under the Group's security services panel
- Attend site with contracted providers as required, supervising scope of work, quality of installation and compliance with Powercor technical and safety standards
- Review contractor work orders, delivery documentation and completion records before submission for approval
- Provide informed technical input to the Group Manager on contractor performance, system issues and emerging technical risks

## System programming & configuration

- Perform access control programming changes in Gallagher Command Centre including cardholder administration, alarm zone configuration and door schedule management
- Conduct configuration changes in Milestone XProtect VMS including camera additions, recording schedule management and system health checks
- Maintain system documentation including as-built drawings, software licence records and configuration registers

## Safety & Compliance

- Participate in emergency response activities as directed — this may include support during storm events, network emergencies or security incidents outside of standard business hours
- Support the team's obligations under the Security of Critical Infrastructure Act 2018 (Cth) and the Critical Infrastructure Risk Management Program (CIRMP)

## What you'll bring to the business

### Education / Qualifications:

- Current LRD Security Installer licence (Licensing and Regulation Division, Victoria)
- Certificate III in Technical Security (CPP30519), or equivalent trade qualification — or demonstrated equivalent trade experience
- EWP (Elevated Work Platform) licence — or willingness to obtain prior to or shortly after commencement
- White Card (General Construction Induction)

### Knowledge:

TECHNICAL COMPETENCY	IMPORTANCE	LEVEL REQUIRED
Gallagher Command Centre — access control administration, programming and fault diagnosis	<b>Essential</b>	Advanced
Milestone XProtect VMS — configuration, health monitoring and fault diagnosis	<b>Essential</b>	Advanced
Tactical CCTV trailer systems — deployment, commissioning, operation and recovery	<b>Essential</b>	Advanced
Intruder detection systems — installation, commissioning and maintenance	<b>Essential</b>	Proficient
Electric fencing, perimeter and yard security systems	<b>Essential</b>	Proficient

IP camera systems (AXIS or equivalent) — installation and configuration	<b>Essential</b>	Proficient
Brief Cam video analytics — system health and integration support	<b>Desirable</b>	Working Knowledge
Reading and interpreting technical drawings and wiring diagrams	<b>Essential</b>	Advanced
PPM schedule delivery and maintenance documentation	<b>Essential</b>	Advanced
Contractor coordination and technical supervision	<b>Essential</b>	Proficient

## Experience:

- Minimum five years of hands-on electronic security installation, maintenance and servicing experience in a commercial or industrial environment
- Proven ability to manage a large geographic portfolio of sites independently, with strong self-directed scheduling and workload management
- Demonstrated experience deploying and commissioning mobile or temporary CCTV and surveillance systems
- Experience coordinating with or supervising external security contractors on technical work
- Demonstrated ability to read and interpret technical drawings, wiring schematics and equipment manuals

## The skills and competencies you'll have

### 'Thought' competencies

1. Balances stakeholders: Anticipating and balancing the needs of multiple stakeholders
2. Cultivates innovation: Creating new and better ways for the organisation to be successful
3. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems

### 'Result' competencies

1. Ensures accountability: Holding self and others accountable to meet commitments
2. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
3. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm

### 'People' competencies

1. Organisational savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics

2. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
3. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives

### **‘Self’ competencies**

1. Self-development: Actively seeking new ways to grow and be challenged using both formal and informal development channels
2. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
3. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear

## **Other relevant information**

- Travel to other work locations / sites may be required