

CITY OF CHATTANOOGA
Classification Specification Title: Camera Specialist

Department: Technology Services

Pay Grade: GS.08

Supervision Received From: Manager Camera Systems

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 12/12/23

**Revision Dates: 8/25/25
4/1/25; 8/27/24**

CLASSIFICATION SUMMARY:

Incumbents in this classification perform, conduct a variety of camera and troubleshooting analysis by monitoring City-wide cameras; Responsible for repairing all types of cameras and other related equipment; Ensures work quality and adherence to established policies and procedures; Specific job duties might include disassembling and inspecting camera equipment to determine the problem, repairing, cleaning and calibrating cameras and broken parts and testing cameras for performance; Requires a good understanding of the different components that make up a camera; Uses camera and camera system documentation, instructions and technical specifications to find and solve technical problems.

SERIES LEVEL:

The Camera Specialist is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Monitors and assists with City-wide cameras (RTIC, “Public Safety Cameras,)” and the other City Of Chattanooga and privately owned camera systems.

Service and support security camera hardware and software, including upgrading firmware, troubleshooting cameras and camera system problems.

Monitors camera feeds as required to verify proper functionality of all cameras on the city-wide camera network.

Monitors camera dashboard(s) and works with City departments and vendors to troubleshoot and restore lost service to cameras.

Takes ownership of and follows up on service requests submitted where troubleshooting or assistance is needed to restore camera service.

Works directly with the vendors and internal teams to determine cameras needed for new projects and upgrades.

Works closely with Technology Services divisions and stakeholders to ensure camera systems remain functional and available for use.

Maintain inventory of camera security system hardware, peripherals, cabling and other equipment.

Performs fundamental technical troubleshooting and problem isolation on camera and camera system hardware and software.

Maintain technical knowledge to support security cameras.

Support stakeholders via phone and email.

Maintain accurate records and documentation of all work done on cameras and the camera system.

Advise supervisor of potential problems or unusual events.

Perform after hours, on-call rotation as assigned.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Four (4) years of public safety/security camera experience or equivalent preferred.

Bachelor's Degree or any combination of equivalent experience and education required.

LICENSING AND CERTIFICATIONS:

Required within 1 year

ITIL Certifications

CompTIA Certifications (CompTia A+, CompTIA Infrastructure+, CompTIA Networking+, CompTIA Security+)

Six Sigma or Lean/SixSigma Green Belt

KNOWLEDGE AND SKILLS:

Good communication skills

Knowledge of interpreting and diagnosing camera issues; fundamental understanding of DC(direct currents) and AC(alternating current) electrical circuits

Ability to work well with a team; multi-task in a fast-paced environment; effectively communicate and disseminate information as needed; work with law enforcement units, and vendors; accomplish tasks with little to no direct supervision; demonstrate and use keen attention to detail.

Skilled in communication with a high level of experience with public safety/security system camera replacement.

PHYSICAL DEMANDS:

Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, climbing, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Incumbents may be subjected to electrical currents.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.