

# CITY OF CHATTANOOGA

## Classification Specification Title: Manager Camera Systems

**Department: Technology Services**

**Pay Grade: GS.13**

**Supervision Received From: Dir. Infrastructure, Sec. &**

**FLSA Status: Exempt**

**Camera Operations**

**Established: 5/16/25**

**Supervisory Responsibility For: Camera Specialist**

**Revision Dates: N/A**

### CLASSIFICATION SUMMARY:

The Manager, Camera Systems position in the Technology Services department oversees the team responsible for the operation and maintenance of city-wide camera systems, including the Real-Time Information Center and Public Safety Cameras. Key responsibilities include providing leadership and technical expertise in IP networking, ensuring adherence to best practices, supervising continuous surveillance, managing service requests, engaging with stakeholders for system upgrades, developing maintenance protocols, directing support services, ensuring team autonomy, managing resource allocation for installations, and performing administrative duties.

**SERIES LEVEL:** The Manager Camera Systems 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.)*

Supervises staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Direct and administer the team responsible for monitoring and maintaining City-wide camera systems, including the Real-Time Information Center (RTIC) "Public Safety Cameras," and other City of Chattanooga and privately owned camera systems.

Manage the day-to-day operations of Chattanooga's city-wide camera system, including proactive monitoring of system health, rapid troubleshooting of technical issues, coordinating maintenance and repairs with internal teams and external vendors, and ensuring optimal performance and uptime to support critical public safety needs.

Provide management leadership and technical expertise to staff on advanced IP networking and switching principles applicable to camera systems.

Establish and enforce stringent security protocols and access controls for the camera system and its data, adhering to best practices for cybersecurity and Tennessee's data privacy regulations. Develop and implement clear policies for data retention, retrieval (following legal guidelines), and secure destruction.

Develop and maintain comprehensive policies and procedures specific to Chattanooga's camera system usage, data access protocols for authorized personnel (including law enforcement), evidence management in accordance with legal requirements, system maintenance schedules, and compliance with relevant Tennessee state laws and local ordinances.

Build, train, supervise, and mentor a team of technical staff responsible for the installation, maintenance, and support of Chattanooga's city-wide camera system. Foster a collaborative and service-oriented environment focused on supporting the needs of public safety and other city departments. Develop annual plans and goals for the team. Monitor progress against goals, provide feedback and coaching as required to managers and others on the team. Supervise and review team performance and provide effective coaching and counseling when required. Build and execute annual technical skills training and certification plans for each team member, ensuring completion.

Manage relationships with camera system vendors, service providers, and consultants specific to Chattanooga's technology landscape, including evaluating solutions, negotiating contracts that serve the City's best interests, and monitoring vendor performance against agreed-upon service levels.

Collaborate extensively with the Chattanooga Police Department, Hamilton County Emergency Management Agency, the City's Department of Transportation (especially regarding traffic cameras), and other relevant city departments to understand their specific needs and ensure the camera system effectively supports their operational requirements and enhances public safety across Chattanooga.

Continuously evaluate emerging camera technologies relevant to Chattanooga's needs, including analytics capabilities that can aid in public safety and traffic management, and explore opportunities to leverage the City's existing fiber optic infrastructure for enhanced connectivity and performance.

Ensure Chattanooga's city-wide camera system operates in full compliance with all applicable Federal, Tennessee state, and local laws, regulations, and ordinances related to surveillance, data privacy, and public records access.

Establish key performance indicators (KPIs) to measure the effectiveness and efficiency of Chattanooga's camera system in supporting public safety and other city operations. Generate regular reports on system performance, usage patterns, and impact on city services. Use relevant systems to accomplish these outcomes.

Continuously monitor emerging trends and advancements in infrastructure, security, and camera technologies relevant to a smart city environment like Chattanooga. Recommend to the Director which trends and technologies need to be incorporated into annual and multi-year plans.

Supervise the continuous surveillance of camera feeds to ensure system integrity across all operational areas, including conducting on-site inspections and assessments.

Oversee team operations related to monitoring the camera dashboard and collaborate with peers and vendors to restore camera functionality.

Manage the service request workflow, ensuring effective troubleshooting and assistance to expedite camera service restoration.

Develop and enforce maintenance protocols for cameras throughout their lifecycle, including schedules for firmware updates, lens maintenance, and damage assessment.

Direct the team in providing comprehensive support, including video review, footage provision, inventory management, and equipment status reporting.

Ensure team members demonstrate the capacity for autonomous operation with minimal supervision.

Manage resource and personnel allocation for camera installation and maintenance requiring the use of ladders or bucket trucks.

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

A Bachelor's Degree in Information Technology, Engineering, Management, or a related field is preferred or any combination of equivalent experience and education. A minimum of five to seven (5-7)+ plus years of advanced IP camera experience is required, including demonstrated leadership or supervisory experience.

#### LICENSES AND CERTIFICATIONS

Required: Valid Class D driver's license

Preferred:

Information Technology Management and Leadership Professional (ITMLP)  
ITIL Certification  
CompTIA Certifications (Infrastructure+, CompTIA Networking+, CompTIA Security+)  
Genetech VMS Certified  
VMware Certified Professional (VCP)  
VMware Certified Data Center Virtualization (VCTA-DCV)  
Google Cloud Associate or Professional  
AWS Cloud Practitioner or Solutions Architect  
SNIA Certified Storage Networking Expert (SCSN-E)  
Dell Information Storage and Management V5  
Project Management Professional (PMP)®  
Six Sigma or Lean/SixSigma Green Belt

#### KNOWLEDGE AND SKILLS

Knowledge of leadership, communication, and team-building skills, with experience managing both internal and outsourced teams. Ability to work in dynamic, fast-paced environments and manage multiple priorities; customer experience principles and service delivery excellence; government IT regulations, compliance standards, and public sector technology solutions; relevant legal and regulatory requirements related to data privacy and security.

Ability to manage multiple projects and priorities effectively in a dynamic environment; communicate and disseminate information to diverse internal and external partners, including city departments, law enforcement agencies, and vendors, at a strategic level; lead a team to achieve objectives with a high degree of autonomy; manage high-performing teams and outsourced vendor relationships; ability to provide strong leadership, project management, and communication skills; work effectively under pressure and manage multiple priorities; to lead and manage a team effectively; diagnosing complex camera system malfunctions.

Skilled in interpreting and developing organizational policies and procedures; producing metrics, reports, and status updates for both internal and external stakeholders; working with or for a government entity is a plus; communication skills for effective team leadership, vendor management, and executive reporting.

**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.