

ISAAC Operator Job Description

Specific Duties and Essential Functions

- Perform critical physical safety and security duties to include (but not limited to): alarm management, emergency response, critical incident management, emergency response, access control, investigation support. Traveler support, and customer support
- Collect and validate intelligence, assess the credibility of source information
- Deliver timely, accurate information and reports as requested by managers and partners.
- Troubleshoot and support security technical teams to identify problems and facilitate repair at facilities.
- Support Regional Security Managers in delivering security services in the assigned region.

The Ideal Candidate:

Education, Licenses and Certifications Required

- Must possess a high school diploma or equivalent
- Ability to possess and maintain any/all licenses, certifications, certificates required by law

Type and Length of Specific Experience Required

- Prior work or educational experience with various software applications including Google Docs or similar
- Must possess a minimum of one (1) year of successful work experience in a security command center setting, call center, or similar
- Work history to include demonstration of the following:
 - Understanding of physical security best practices
 - Ability to easily understand and apply software manipulation, business logic
 - Ability to navigate and interface with other technology support organizations

Skills Required

- **Must be fluent in English**
- Proficient computer skills with a strong comfort level interfacing with various software applications.
- Excellent oral and written communication skills
- Ability to adapt to changing expectations in a fast paced, fluid business environment
- Active listening skills
- Ability to assess and evaluate situations effectively
- Ability to identify critical issues quickly and accurately

- Possess a strong attention to detail and accuracy

Other

- Must be at least 18 years old or the minimum age required by law.
- Must be legally authorized to work in the country of hire.
- Must not use illegal drugs. Must be able to pass a drug test with negative results (except when undergoing documented medical treatment).
- Must submit to an extensive background check, including criminal history, personal references, employment and education verifications, and Department of Motor Vehicle and credit checks if applicable
- FOR US APPLICANTS ONLY: May be required to provide, upon job offer, a DD214 discharge document with discharge status indicated, if prior military

Physical Requirements and Environment

Environment: Office/Control Center; minimal to no exposure to extreme temperatures is expected.

Major activity: Working on computer and using telephone/radio while sitting or standing

Physical efforts to carry out job duties: Limited, to include some standing, bending, limited stretching and reaching.