



Security Tech Consultant – Genetec/CCTV Specialist

Location: Nairobi, Kenya

Contract Type: Consultancy

Job Brief

We seek an experienced Security Tech Consultant with extensive knowledge of Genetec security systems and CCTV technologies to join our team. This role involves providing expert guidance and troubleshooting to ensure our clients' security systems function seamlessly and meet their operational requirements. The ideal candidate is tech-savvy, detail-oriented, and has a deep understanding of Genetec software.

Key Responsibilities:

- **System Analysis and Troubleshooting:** Assess the clients' CCTV systems, access control systems and alarm systems to diagnose issues and implement effective solutions to optimize performance.
- **Technical Support:** Provide hands-on support for system configurations, updates, and maintenance to ensure operational efficiency.
- **Integration and Customization:** Work on integrating client systems with other security technologies and customizing features to meet client needs.
- **Training and Documentation:** Train client staff on system usage, create user guides, and ensure they have a clear understanding of operational protocols.
- **Client Communication:** Act as the primary point of contact for technical queries, ensuring timely resolution and maintaining a high standard of customer service.
- **Compliance and Standards:** Ensure all configurations align with industry best practices and regulatory standards.
- **System Upgrades:** Advise clients on hardware or software upgrades to enhance security system functionality.

Preferred Qualifications:

- Proven experience working with Genetec security systems and CCTV technologies.
- Proven knowledge of security systems including access control systems, alarm systems and related technologies
- Strong technical background with expertise in security system configuration, integration, and troubleshooting.
- Familiarity with network infrastructure and protocols relevant to security systems.
- Excellent problem-solving skills with attention to detail.
- Strong communication and interpersonal skills for working closely with clients and team members.
- Ability to document processes and create training materials.
- Relevant certifications in Genetec and other security technology
- Experience in corporate or large-scale security operations.

Apply via this link: <https://airtable.com/app2njYGJRO1n7fx1/shrwbfb03P5vlyqV3>

The deadline for applications is 3 January 2025 at 5 pm