

South Bank Corporation

We acknowledge Aboriginal and Torres Strait Islander peoples as the custodians of the land and waters where South Bank exists today. We offer our respect to elders past and present as we work towards a just, equitable and reconciled Australia.

Position Description

1. The Position

Position Title	CCTV & Access Control Technician
Reports to	Senior Manager, ICT
Created	May 2026

2. Scope

We are looking for an energetic and engaged CCTV/Access Control technician to play a vital role in our business to support, manage, develop, and enhance our CCTV / Access Control services across the South Bank Precinct.

You will play a vital role in our business and take the complexity out of the technology decision making for the organisations and bring a positive impact to their day-to-day business.

You will be installing, maintaining & repairing CCTV and Access Control infrastructure and equipment across the South Bank Precinct.

In addition to installation, this role involves proactive maintenance by identifying and addressing faults for service, testing, and repairing equipment. The provisioning of timely updates and information to internal SBC clients to ensure maximum up time of critical security systems.

3. Key Responsibilities/Activities

Primary Responsibilities

- **Install and Configure:** Set up and configure commercial security systems, including CCTV, Access control systems & network switching across the South Bank Precinct.
- **Client Interaction:** Provide expert advice and recommendations to management and clients regarding security solutions and potential upgrades.
- **Documentation:** Provide detailed notes and information through our Asset Management System & CRM to ensure end to end documentation is stored centrally
- **Compliance:** Follow industry standards, safety regulations, and South Bank Corporation policies to maintain compliance and safety.
- **Coordinate:** Manage and coordinate external contractors to ensure South Bank Corporation standards and safety requirements are met.
- **Respond:** Coordinate /respond to fault reports, perform trouble shooting activities and repair/replace malfunctioning equipment and/or facilities.
- **Projects:** Deliver projects as per scope and within budget, SLA's and milestones including but not limited to onboarding new vendors, obtaining technical requirements from internal clients, configuring, provisioning and testing new services

4. Key Skills, Knowledge & Experience Required

Experience

- Proven experience as a CCTV / Access Control Security Technician
- Minimum 2/3 Years experience in a similar role implementing CCTV, Access Control and structured cabling systems
- Working clients and external contractors to ensure mission critical systems are available 24x7

Preferred Technical Experience

Familiarity with industry standard systems such as:

- Genetec - Unified Security platform - Video Surveillance
- Tecom - Centrally managed access control systems
- Axis - Network camera technologies
- Cisco - Networking technologies

Certifications

Relevant certifications and licenses (e.g., security installer license) are highly desirable.

- Current Genetec Certification
- Current QLD Security Provider - Class 2 Individual License
- Current White Card (Construction)
- Current Working at Heights & EWP Certificates
- Current QLD Driver's license

Problem-solving: Strong troubleshooting skills with attention to detail.

Communication: Excellent communication skills with a client-focused approach.

Independence: Ability to work independently and collaboratively within a team

5. South Bank Corporation Vision, Purpose and Values

Our Vision

A world-leading urban precinct that welcomes, engages and inspires

Our Purpose

To be a renowned place manager, recognising the demand for green space in Brisbane's inner city.

- To innovate, manage and maintain our enviable reputation as Brisbane's premier recreational, cultural, educational and entertainment precinct.
- Redevelop key sites while strengthening physical integration and relationships within the immediate neighbourhood.

Our Values

We strive to be...

- | | | |
|----------------|------------------|---------|
| 1. Inclusive | 3. Collaborative | 5. Bold |
| 2. Sustainable | 4. Curious | |

6. Key Behaviours

The Corporation workplace behaviour promotes an inclusive, performance focused culture using a One Team approach.

We respect, protect and promote human rights in our decision-making actions.

Expected personal behaviours:

Commitment to quality & results

- Sets high standards of performance for self and reinforces high performance standards to individuals and team; focuses attention on achieving key performance outcomes; sets specific goals for self and others as appropriate; communicates clearly and concretely the results to be achieved; critiques own performance; willing and able to learn and apply new technology, processes and procedures.

Innovation & creativity

- Considers a range of creative alternatives; generates multiple and unique responses to a problem or opportunity; tries different and novel ways to deal with an issue; contributes own ideas.

Understanding business

- Has and uses knowledge of systems, situations and culture inside the Corporation to identify potential organisational issues, problems and opportunities; understands the impact and implications of decisions on business units throughout the Corporation. Has and uses knowledge of societal, technical, political and government issues outside the Corporation to identify potential problems and opportunities.

Customer service excellence

- Places the customer at the core of our business; makes efforts to listen to and understand the customer; gives high priority to customer satisfaction; develops, maintains and supports productive customer relationships; makes customer needs and expectations a primary focus of action.

Collaboration

- Maintains effective work relationships; readily volunteers and exchanges information and ideas, provides and accepts constructive criticism; supports and implements group decisions; shows respect and seeks to support colleagues and customers.

Our approach to tasks are: -

Solution focused

- Gathers relevant information, considers appropriate variables to accurately identify the solutions to challenges in equipment, systems or processes; takes relative seriousness and urgency of problem into account; and demonstrates a can-do attitude.

Safety focused

- Knows and accepts the importance of adhering to safety rules, practices and procedures; monitors own safety and the safety of others; checks reporting and if necessary takes action on workplace safety hazards.