



CONTROL ROOM OFFICER

UNIT	Campus Security
SUB-UNIT	Student Life
CLASSIFICATION	HEW Level 3
WORK LOCATION	Main Campus

ORGANISATIONAL CONTEXT

Monash University is a modern, global, research-intensive university, delivering education and research excellence in Australia and across the Indo-Pacific. We are making a positive impact on today's global challenges – whether by mitigating climate change, easing geopolitical insecurity or fostering healthy communities. Monash University is Australia's largest university and a member of the prestigious Group of Eight, a group of Australia's eight leading research universities. We have been consistently ranked among the world's top universities, at 42nd globally in the QS World University Rankings and 54th in the Times Higher Education World University Rankings in 2024, reflecting our strong commitment to academic and research excellence.

Monash University is a global university with four campuses in Australia and a campus in Malaysia and Indonesia. In India, Monash Research Academy is a postgraduate research and PhD training partnership with the Indian Institute of Technology Bombay, whilst Monash-Suzhou is a partnership between Monash University and Southeast University focused on world-class research and training in China. The Monash University Prato Centre meanwhile provides a European base for international research and education. Additionally, Monash has extensive international partnerships and study abroad programs with more than 100+ partner universities around the world.

Established in 1998, Monash University Malaysia is Monash's third-largest campus and one of Malaysia's most respected higher education institutions. We were awarded the prestigious "Berdaya Saing" (Competitive) status for the SETARA rating assessment by the Ministry of Higher Education Malaysia in 2022, cementing our position in the very top cohort of outstanding universities in the country. In the same year, we retained our five-star rating for research excellence from the Malaysia Research Assessment (MyRA).

We attract students from Malaysia and all over the world. More than 9,200 students representing approximately 72 nationalities are currently enrolled at Monash University Malaysia, and they enjoy a quality study experience supported by committed staff members. Since welcoming our first cohort of 417 students, we have graduated more than 26,500 students.

We pride ourselves in educational excellence, offering degrees in arts and social sciences, business, engineering, information technology, medicine, psychology and health sciences, pharmacy, and science across seven schools. New courses in emerging areas, including artificial intelligence, data science, digital business and pharmaceutical science, expand our range of internationally-recognised degrees for a changing world. We invest in constantly upgrading our facilities to incorporate cutting-edge teaching and learning technology to enhance our students' and staff's experience.

In line with Monash University's strategic plan, Impact 2030, our research focuses on issues of national and global significance. We strive to formulate and implement solutions that could mitigate the effects of climate change, promote geopolitical security in the ASEAN region and improve health and wellbeing to enable communities to thrive. Our [research projects](#) and [researchers](#) are making long-term and sustainable impact across health, economics, policy, technology, the environment and society at large. We also offer a broad range of [world-class infrastructure and services](#) to support the needs of the research community and industry.

Our campus is located in Greater Kuala Lumpur, one of the region's industrial hotspots. We sit in the heart of the rapidly developing economic corridor linking Singapore, Kuala Lumpur, Bangkok and beyond. Our education and research are oriented towards deep engagement with this dynamic socio-economic and industrial landscape.

Monash University Malaysia is committed to delivering quality education and research to address the global challenges of our time, and we have ambitious plans to reach our goals. Join us as we make a positive difference for the betterment of communities worldwide.

For further information, please visit www.monash.edu.my.

Campus Safety and Security provides physical security, crime prevention services to University campus and operating locations. Our security personnel strive to:

- ensure the safety and security of students, staff and visitors to the University;
- protect property and the university's good reputation;
- promote and foster a safe, peaceful and orderly community that is conducive to learning and research.

POSITION PURPOSE

The Control Room Officer (CRO) will ensure the effective and timely delivery of security services at Monash University Malaysia. The CRO will work under the supervision of the Senior Security Officer (SSO).

Reporting Line: The position reports to Senior Security Officer

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Monitor the university's electronic security systems which include access control, unauthorised access detection and CCTV systems, and coordinate appropriate responses to alerts in accordance with procedures and or directions from the Senior Security Officer.
2. Manage and respond to emergency, incident and security enquiries in accordance with the incident management protocol
3. Complete and submit an online Security Incident Report (CORE) report prior to the end of each shift to report any security-related incidents.

4. Maintain and record in the daily security log all requests for assistance, incidents, tasks allocated for all Monash University Malaysia operating locations.

KEY SELECTION CRITERIA

1. Successful completion of at least secondary level education and/or relevant experience in a similar capacity.
2. Good knowledge of security operational processes and procedures especially in security surveillance systems.
3. Possession of a First Aid, Automated External Defibrillator (AED), Cardiopulmonary Resuscitation (CPR) and basic Security Management certification will be an added advantage.
4. Demonstrate commitment to providing high levels of customer service.
5. Good communication skills, including read, write and speak in English, and the ability to read, write and speak in English
6. Maintain a state of health that does not prevent from carrying out duties.
7. Good computer literacy.

OTHER JOB RELATED INFORMATION

- Regular shift rotation is required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Ethics, Equal Opportunity, Occupational Health and Safety, Conflict of Interest (including Conflict of Interest in Research), Paid Outside Work, Personal Data Protection, Conduct of Research, and Staff/Student Relationships.