AUBURN
Human Resources

Suppt Spec II, Access Control

Job Description

JOB INFORMATION

Job Code	AF08
Job Description Title	Suppt Spec II, Access Control
Pay Grade	ST08
Range Minimum	$34,930
33rd %	$39,590
Range Midpoint	$41,910
67th %	$44,240
Range Maximum	$48,900
Exemption Status	Non-Exempt
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JOB FAMILY AND FUNCTION

Job Family:	Production & Skilled Trades
Job Function:	Access Control

JOB SUMMARY

Responsible for coordinating the daily administration of key management and card access systems; resolving technical issues; and providing keying, electronic access, and time-zone-related services to University staff, students, and affiliates. Coordinates mechanical and electronic access procedures and programs and acts as a gatekeeper for system data integrity to ensure the most accurate and effective use of system resources.

RESPONSIBILITIES

- Assigns and tracks keys, cards, and credential access levels for the campus population. Validates authorized requests and creates, modifies, and deletes users, pin segments, and/or various credentials in the system. Analyzes, reviews, and resolves duplicate or erroneous record issues.
- Utilizes key management and/or Access Control systems, databases, and software. Ensures system data integrity and audits frequently for errors, archiving needs, or updates.
- Provides needed technical assistance and coordination to address and resolve access concerns and ensure high levels of customer service. Coordinates with segment and building administrators to resolve issues.
- Assists supervisors, architects, clients, building managers, and engineers with the design, implementation, and maintenance of access control systems. Coordinates cross-functional use, maintenance, and distribution of existing access levels.
- Serves as a liaison between Access Control and campus departments to coordinate keying, credential access, policies, procedures, workflows, documentation, and access requirements.
- Creates and assigns master keying as well as locking/unlocking time zones for the campus including segments, buildings, and labs. Identifies and resolves conflicts to ensure efficient master keying and time zone management.
- Develops and delivers system reports for various University departments as needed. Coordinates processes for recurring reports to be utilized by Public Safety. Reviews HR/ID Management reports and modifies key records and employee access daily.
- Performs a variety of administrative duties such as budget tracking and coordination, purchasing, inventory management, card reader licensing management, and acting as a point of contact for vendors/outside agencies.
- Assists in coordinating the programming, installation, modification, or updates of readers and associated hardware. Tracks biometric and other reader locations.
- Training, education, and certification requirements for career progression within this job family are governed by the Auburn University Facilities Management Policy: Training, Education, and Certification Requirements for Trades Personnel.

RESPONSIBILITIES

- Maintains responsibility for personal safety and the safety of others by following established safety procedures, using required personal protective equipment, identifying and reporting unsafe conditions, and completing required safety training.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED	diploma or equivalent	and	3 years of	Minimum: Three (3) years' experience of customer experience in customer service and office administration including computers, software, and databases, with at least two (2) years' experience with keying management databases, master keying systems, access control databases/software and/or security systems software. Preferred: Experience with master keying system designs and procurement. Experience with advanced access control systems or advanced intrusion system design and programming.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Proven customer service skills.	
Proven office administration skills.	
Ability to understand and utilize databases and software related to key management, master keying, access control, and security systems.	
Ability to assist in the design, maintenance and/or implementation of various systems.	
Knowledge of various card/credential access including magnetic swipe, proximity, biometric, and more.	
Knowledge of locking/unlocking time zones and authorization levels related to campus security zones.	
Knowledge of keying needs and pin segments related to master keying systems.	
Ability to utilize and learn technology systems, software applications, computers, tablets, and mobile devices to receive assignments, document work activities, access information, and communicate effectively in support of assigned duties.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State	Any State	Upon Hire	Required	And
	Successful completion of approved key	within 180 Days	Required	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
	management software training or Lenel Associates Certification			

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting					X	
Lifting			X			
Climbing		X				
Stooping/ Kneeling/ Crouching				X		
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.