



JOB TITLE: CAMPUS SECURITY & ACCESS TECHNICIAN

Classification: Classified
Salary Range: 32

Retirement Type: PERS*
Board Approved: October 15, 2018

BASIC FUNCTION:

Under the direction of the Chief of Police or designee, the Campus Security & Access Technician provides technically complex support and coordination of campus security and access operations including activities, programs, and services related to campus parking, traffic control, LiveScan fingerprinting, District keys, and surveillance and emergency alarm systems. This position supervises student workers.

REPRESENTATIVE DUTIES:

Trains and assigns tasks to student workers including those involved in the LiveScan fingerprinting program and those providing office support and customer service. Ensures quality control of data entries and timely completion of system updates.

Maintains day-to-day operations of parking services. Handles parking-related questions and problems. Resolves parking complaints and citations in a professional and courteous manner without compromising policies and guidelines. Promotes and manages the Rideshare Program.

Maintains detailed and accurate records on parking citations, lost and found items, District keys, and LiveScan fingerprinting.

Assists with planning and coordinating parking and traffic access on campus for special events, construction activities, and other planned and unplanned situations on campus. Coordinates cadets, equipment, and other support services to manage parking and traffic control. Maintains an up-to-date working knowledge of all property access points and parking amenities as well as any previously scheduled special events and/or other potential conflicts.

Provides support to campus divisions, departments, the general public, and outside agencies regarding security and access-control policies, procedures, technology, and equipment. Responds to inquiries and requests for information from students, staff, the general public, and outside agencies.

Monitors, tests, and/or configures campus security systems, equipment, and access-control computerized systems such as surveillance cameras, radio and cellular equipment, and campus 911 emergency resources (i.e., e-poles, red phones, etc.) Responds to safety system activations and alarms. Enables and disables systems as needed.

Extracts appropriate evidential records (video and photographs) from security systems to be used in investigative cases upon request. Responds to Police Department requests to observe and track criminal or suspicious activity via security systems during active investigations.

Performs preventive maintenance and/or general inventory of security and access systems and equipment (i.e., LiveScan, panic alarms, radios, police vehicles, emergency equipment, public speakers, cameras, access-controlled doors.) Troubleshoots and performs basic repairs and installations as needed. Collaborates with Facilities and/or IT to resolve building access breaches.

Researches and recommends security and/or access-control improvements. Organizes information for various reports, programs, and/or projects as assigned. Coordinates distribution of related materials and surveys as needed. Verifies data for accuracy and completeness.

Responds to questions from construction contractors regarding campus-wide security systems and installations. Reviews security systems/equipment before, during, and after construction projects. Offers recommendations on various emergency and security system installations.

Performs other related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Bachelor's degree and at least 2 years of related work experience required. Six years or more of directly related work experience may substitute for the required education/experience requirement.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Public relations, customer service, and interpersonal conflict resolution.

Network systems, data backup, storage, and recovery.

Audio/visual equipment.

Video surveillance equipment.

Applicable Federal, State and institutional regulations, requirements, and procedural guidelines.

Abilities/Skills:

Manage and organize multiple databases.

Identify and resolve problems.

Prioritize different projects.

Work independently in the absence of supervision.

Operate and independently troubleshoot a variety of office equipment and software programs.

Adapt to changing technologies and learn the functionality of new equipment and systems.

Plan and organize work to meet changing priorities and deadlines.

Meet critical deadlines while working with frequent interruptions.

Exercise judgment and maintain confidentiality when working with sensitive information.

Follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships.

WORKING CONDITIONS:

Office setting with occasional outdoor work.

Subject to frequent interruptions.

Requires dexterity of hands and fingers to operate and repair various equipment.

Standing and sitting for extended periods of time.

Must be able to lift and carry up to 25 lbs.

Must be able to move from one work area to another as needed.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.