Auburn University Job Description

Job Title: **Support Spec II, Access Control**

Job Code: **AF08**

FLSA status: Non-exempt

Job Family: No Family

Grade ST08 $30,500 - $42,700

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.

Essential Functions

1. 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.

2. Utilizes key management and/or Access Control systems, databases, and software. Ensures system data integrity and audits frequently for errors, archiving needs, or updates.

3. 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.

4. Serves as a liaison between Access Control and other campus departments concerning keying and access needs. Schedules varying access to classrooms, labs, and conference rooms.

5. 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.

6. Serves as a liaison between Access Control and all other campus departments to facilitate communication relating to policies, procedures, documents, work-flows, and access requirements. Reviews processes involved with requests and identifies improvements or edits.

7. 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.

8. 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.

9. 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.

10. Assists in coordinating the programming, installation, modification, or updates of readers and associated hardware. Tracks biometric and other reader locations.

11. May be responsible for meeting and maintaining training and certification requirements as outlined by the Auburn University Facilities Management Policy: "Training, Education, and Certification Requirements for Mechanical and Electrical Trades Personnel."

12. May perform other related duties as assigned.

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Supervisory Responsibility

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

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	Minimum	Focus of Education/Experience
Education	High School	High school diploma or equivalent
Experience (yrs.)	3	Minimum: Five (5) years' experience of customer service and office administration including computers, software, and databases, with at least three (3) 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.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

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.

Certification or Licensure Requirements

Valid driver's license.
Successful completion of approved key management software training or Lenel Associates
Certification within 6 months of being hired.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, stooping/kneeling/crouching/crawling, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

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Job occasionally requires .

Ability to see information in print and/or electronically

Date: 6/30/2021