
Auburn University Job Description

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

Job Family: No Family

Job Code: **AF07**

Grade 29: \$25,000 - \$41,700

FLSA status: Non-exempt

Job Summary

Under general supervision, responsible for assisting with key management and card access system administration; resolving technical issues; and providing keying, electronic access, and time-zone-related services to University staff, students, and affiliates.

Essential Functions

1. Assigns and tracks keys, cards, biometrics authentication, and other 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.
2. Utilizes key management and/or Access Control systems, databases, and software. Ensures system data integrity by auditing frequently for upkeep or errors.
3. Provides needed technical assistance to address mechanical and electronic 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 with master keying as well as creating and assigning locking/unlocking time zones for the entire campus including segments, buildings, and labs. Identifies and resolves discrepancies to help ensure efficient master keying and time zone management.
6. Develops and delivers system reports for various University departments as needed. Coordinates processes for recurring reports to be utilized by Public Safety.
7. May perform 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.
8. 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."
9. May perform other related duties as assigned.

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

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	High School	High school diploma or equivalent
Experience (yrs.)	2	Minimum: Two (2) years' experience of customer service and office administration including computers, software, and databases. Preferred: Experience with keying management, access control, and/or security databases, systems, and software

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

Knowledge of customer service best practices.

Knowledge of functions related to office administration.

Ability to understand and navigate computers, software, and databases.

Ability to learn and use software systems related to key management, access control, and security systems.

Certification or Licensure Requirements

Valid driver's license

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

Job occasionally requires standing, walking, stooping/kneeling/crouching/crawling, and lifting up to 10 pounds.

Ability to see information in print and/or electronically

Date: 6/30/2021
