

## JOB INFORMATION

|                         |                                       |
|-------------------------|---------------------------------------|
| Job Code                | NA42                                  |
| Job Description Title   | Security Operations Center Specialist |
| Pay Grade               | CP06                                  |
| Range Minimum           | \$37,970                              |
| 33rd %                  | \$44,300                              |
| Range Midpoint          | \$47,470                              |
| 67th %                  | \$50,630                              |
| Range Maximum           | \$56,960                              |
| Exemption Status        | Non-Exempt                            |
| Approved Date:          | 1/1/1900 12:00:00 AM                  |
| Legacy Date Last Edited | 4/18/2023                             |

## JOB FAMILY AND FUNCTION

|               |                 |
|---------------|-----------------|
| Job Family:   | Campus Services |
| Job Function: | Campus Safety   |

## JOB SUMMARY

The Security Operations Center Specialist provides and supports security camera monitoring, intrusion, and duress alarm monitoring, and contacting emergency services when needed. Conducts video reviews for campus partners and first responders, opening severe weather shelters, works with AU Airport on after-hours flight notifications, among other security monitoring and response tasks.

## RESPONSIBILITIES

- Monitors closed-circuit television (CCTV) cameras for criminal activities, assesses control alarms, and ensures all CCTV cameras and monitoring systems are operational. Performs visual assessments of areas with a high concentration on foot traffic and reports breaches in security, emergency conditions such as fire, safety hazards, leaking pipes, and disturbances. Assesses If there are any issues with cameras and alarm monitoring equipment and reports those issues. Reports alarm activations to the police department and documents those alarm activations.
- Provides assistance with visual coverage or investigation for emergency personnel, bookmarking and archiving important footage for future use.
- Handles the after-hours flight notifications from the AU Airport program.(Receives the list of after-hours flights from AU Airport and follow procedures for flights that do not call in.)
- Opens severe weather shelters as needed.
- Reports emergency conditions such as fire, safety hazards, leaking pipes, disturbances, criminal activity, or breaches of security to supervisor, police department, fire department or other appropriate emergency response team or entity. Assists first responders by relaying emergency information.
- Runs reports in the Lenel OnGuard system to identify card swipe information for investigations and situations needed from campus partners, police department fire department or other appropriate emergency response team or entity.
- Notifies appropriate personnel on security related incidents and documents them.
- Performs other duties as assigned.

## 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 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     | High School Diploma or equivalent | and | 2 years of          | Experience monitoring security cameras and intrusion/duress alarms and contacting emergency services in response to those alarms. Experience in security enforcement or services, law enforcement, military service, or other related field. |  |

|   |     |
|---|-----|
| Substitutions Allowed for Experience  | Yes |
| <i>Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.</i> |     |

## MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

|  |  |
|--|--|
| Knowledge of security services and operations. |  |
|--|--|

## MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications | Licenses/Certification Details | Time Frame | Required/Desired |  |
|-------------------------|--------------------------------|------------|------------------|--|
| None Required.          |                                |            |                  |  |

## 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.