

PROGRAM SPECIALIST (CAMPUS SECURITY)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Division Coordinator (Campus Security), the incumbent of this position participates in the planning and implementation of campus wide security protocols and procedures. Primary responsibilities also include using a variety of automated systems to perform a full range of skilled locksmith, access control and Internet Protocol camera work. The incumbent serves as the primary interface with multiple third-party vendors as well as the College's Information Technology department in setting up, maintaining and updating the College's integrated security system. These functions include providing traditional brick and mortar locks and keys as well as electronic locking systems access to students and faculty. Duties also include setting up, maintaining and repairing alarm systems, Internet Protocol cameras, gates at all points of entry, activating and deactivating access cards and key readers; and ensuring message boards and campus-wide notification systems for students and faculty are optimally operational to meet facility standards. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK:

Participates in meetings with the Division Coordinator and the Faculty Student Association's Assistant Director of Security by providing technical expertise on campus security issues such as the planning and installation of new or modified security systems throughout campus, as well as implementing campus wide security protocols and procedures to ensure the safety of faculty, students, visitors, facilities and assets;

Interfaces with third party vendors providing a variety of campus security service applications to ensure compliance with campus wide strategies for security;

Researches, evaluates and makes recommendations to the Division Coordinator (Campus Security) to take corrective action on security issues as they arise;

Configures and assists in maintaining multiple applications as part of the College's integrated campus security operation;

Configures and installs access control systems and technologies (e.g. physical locks, magnetic strips, proximity and smart card readers/writers, control panels, alarm equipment and photo ID systems; IP close circuit camera coverage) for the main campus as well as satellite sites;

Assists with the implementation and testing of the campus wide fire alarm and emergency mass messaging systems, ensuring effective operation;

Works with staff from the College's Information Technology division in setting up and maintaining the security software platform to support configuration for card access, video surveillance and personal protection alarms, while configuring applications to ensure seamless integration with the College's network;

Works with Information Technology division on software updates and submits updates and patches through the division's Change Control process for approval, as required;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Troubleshoots and makes repairs to security equipment, locks, alarms, cameras, and electrical wiring;

Utilizes the IT problem tracking process to manage software, hardware and network issues relating to campus security; takes corrective actions to address and prevent security system failures;

Keeps detailed records relating to each facility, including existing security systems and the physical layout of the facility to efficiently plan installations, changes and/or enhancements to security systems;

Prepares reports relating to all security systems, as required;

Monitors and maintains a database of information related to lock types, specifics, locations, and authorized user access;

May assist campus security in maintaining and preparing video files and access reports for investigations and evidence, as needed;

Repairs, installs and retrofits locks for interior and exterior building doors, and other locking mechanisms;

Creates and distributes physical keys to locks; tracks the issuance of keys for locks on the main campus and at the extension sites.

May repair, install and retrofit such physical security mechanisms as door checks, door travel restrictors, door coordinators, related door hardware, panic exit devices, self-contained exit door alarms and locks, etc.;

May duplicate keys for a wide variety of locks;

Uses automated systems such as word processing, spreadsheets, email, calendar and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough locksmith skills and knowledge of campus safety and security protocols; thorough knowledge of the physical layout of campus and satellite facilities; good knowledge of the standard practices and policies for security on the WCC campus and satellite locations; good knowledge of the proper practices and principles relating to physical security technologies for campus facilities; good knowledge of physical security technologies in use throughout the campus; good knowledge of Internet Protocols, as well as access control and CCTV protocols; good knowledge of automated security systems and the configuration thereof; ability to troubleshoot security system software and hardware issues; ability to work collaboratively with others; ability to use automated

systems such as word processing, spreadsheet, calendar, email and database software; ability to read,

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FULL PERFORMANCE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd.) write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; resourcefulness; good judgment; discretion; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a High School or equivalency diploma and either: (a) six years of experience where the primary function of the position was working with locking mechanisms, two years of which must have included the use of automated systems and customization of integrated security systems software; (b) an Associate's Degree* in Computer Information Systems, Security or a closely related field and four years of experience as described in (a).

SPECIAL REQUIREMENT: Possession of a New York State Driver's License.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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