



REVISED: 01/18/2025
Submitted: 12/17/2024

JOB TITLE:	PHYSICAL SECURITY SUPPORT COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8168
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Coordinate the day-to-day activities of the badging operation and electronic building access system. Work closely with all Technology teams to deliver timely support.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
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Coordinate all activities concerning badge creation for physical access to facilities
Assist with site visits and planning for new physical security installations
Manage projects related to physical security as needed
Produce audit reports of buildings and access lists to allow building managers a way to update access lists to their buildings
Manage day-to-day physical security support escalations and is available on call 24 hours a day, seven days a week
Work with District Operations Center (DOC) as a key contact and facilitate service delivery from the Technology Division to the DOC, helping them think through ideas and make improvements
Design and implements best practices, standards, and operational guidelines for providing optimum service delivery of all physical security support services
Ensure compliance with established Service Level Agreements within the areas of responsibility
Identify and execute continual service improvement initiatives and liaises with project teams to ensure operational readiness of all projects involving physical security
Keep abreast of emerging technologies to identify service trends, and works closely with other information technology teams to review, design, test, implement, and support innovative enterprise technology solutions, especially those focused on physical security
Work closely with management and the support teams to establish and implement best practices, and follows effective change management strategies
Utilize effective communication skills to interact with internal clients and external stake holders at all levels to help resolve physical security or badging issues and provides answers in a timely manner
Work closely with the Technology management team to design, track, and report key performance indicators
Mentor team members and stays current on certifications(s) by successfully completing updated certification exams
Recommend and implements cost efficient measures to increase operational efficiencies
Evaluates staff as directed
Perform other duties as assigned by the designated supervisor
Complete all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS
This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
Associate's degree in computer science or related field and/or five (5) years of direct experience in technology field service delivery in an enterprise setting
In-depth knowledge of information technology support and technology service delivery; proven ability to think independently and resolve technology field support issues and effective personnel resource management
Excellent written and oral communication skills coupled with thorough knowledge of enterprise technology field services and project delivery; operational knowledge of industry-standard hardware, software and networking technologies used in school District settings
A current, relevant, and industry-recognized certification or ability to complete department-designated and department-paid certification(s) within twelve (12) months of hire
Effective communication skills

DESIRABLE QUALIFICATIONS
Bachelor's Degree
ITIL certification
PMP certification
Experience in a diverse workplace