



Classification Series:

Access Control Occupation

Bargaining Unit:

Excluded

Access Control Supervisor

Series Purpose: Provides skilled support for the installation, maintenance, repair, and management of mechanical and electronic access control systems to ensure the security, safety, and operational integrity of university facilities.

Summary of Position: Under general direction, manages and supervises the university's access control function and personnel responsible for the installation, maintenance, administration, and security of mechanical and electronic access control systems. Directs daily operations, establishes work priorities, supervises staff performance and development, administers access control technologies and key management programs, and coordinates access-related projects and vendor services. Ensures compliance with university security standards while maintaining the integrity, reliability, and effectiveness of campus access control infrastructure. Performs skilled and independent access control work involving the installation, maintenance, repair, troubleshooting, and programming of mechanical and electronic access control systems throughout the university. Installs, configures, and maintains locks, door hardware, keyless entry devices, card access systems, and related security equipment; diagnoses and resolves complex access control issues; coordinates and completes system upgrades and facility access modifications; and maintains key and access records.

Position Information

Essential Functions and Responsibilities: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Supervises employees; assigns and reviews work; establishes timeframes for the completion of assigned tasks; trains and orients employees; approves/disapproves requests for paid leaves; interviews candidates for employment and recommends hiring; evaluates employee work performance; receives and responds to grievances; provides assistance with the development of unit work procedures and policies.

Administers the university's access control and key management programs, including approval and oversight of credential issuance, key control processes, access permissions, records management, and periodic audits to ensure the accuracy, integrity, and security of access-related systems and data. Plans, coordinates, and oversees access control projects, system upgrades, and vendor services related to access control operations; evaluates operational needs, recommends equipment and technology solutions, and ensures projects are completed within established timelines and operational requirements.

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Independently troubleshoots, diagnoses, and resolves complex mechanical and electronic access control system malfunctions, identifying root causes and recommending corrective actions.

Programs, configures, tests, and maintains electronic access control devices, card readers, keypads, credentials, and associated system software to support authorized access and campus security requirements.

Coordinates and performs advanced access control installations, upgrades, and modifications; reviews site conditions and determines appropriate equipment, hardware, and system configurations.

Serves as a technical resource for access control operations by providing guidance, training, and assistance to less experienced employees, contractors, and campus stakeholders regarding access control equipment, procedures, and security standards.

Installs, adjusts, repairs, and replaces locks, cylinders, closers, panic hardware, hinges, and related door hardware. Re-keys locks and cuts duplicate/replacement keys. Performs preventative maintenance on doors and locking hardware.

Responds to work orders for lockouts and security issues.

Maintains lock, key, and hardware inventory. Assists with key issuance and records management.

Assists with programming of keypads and keyless entry systems. Assists with repair and maintenance of electronic door latches and security hardware. Mounts and configures electronic door hardware.

Follows university safety protocols.

Performs other related duties as assigned.

Equipment Operated: Computer and all other standard office equipment; key cutting equipment, diagnostic testing equipment such as digital multimeters, hand and power tools, and specialized installation equipment.

Work Schedule: Typically, Monday through Friday 7:30 a.m. to 4:30 p.m. May work at odd hours dependent on campus need to minimally disrupt normal operations.

Supervision Exercised: Supervision is exercised over staff and students. **Reports to:** Director, Facilities Engineering

Qualifications and Competencies

Required Certifications and/or Licensures: None

Knowledge, Skills, and Abilities:

Knowledge of: principles and practices of employee supervision, including work assignment, performance management, employee coaching, and training; electronic access control systems, card

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access technologies, credential management, and associated hardware and software; methods and techniques for troubleshooting mechanical and electronic access control system failures; low-voltage wiring principles and electronic door hardware components; applicable security standards, access control protocols, and key control practices; project planning and coordination techniques related to access control installations and upgrades; basic lock and key systems, door hardware, and access control principles; common hand and power tools used in maintenance and repair work; safety practices and procedures related to maintenance and construction environments; inventory control and recordkeeping practices; basic computer applications and electronic work order systems.

Skill in: planning, organizing, and prioritizing operational workloads and project activities; diagnosing and resolving complex mechanical and electronic access control issues; programming, configuring, and testing electronic access control devices and software; interpreting technical manuals, wiring diagrams, schematics, and system documentation; coordinating access control installations, upgrades, and modifications; training and providing technical guidance to employees and stakeholders regarding access control equipment and procedures; installing, repairing, adjusting, and maintaining locks and door hardware; using hand tools, power tools, and measuring devices; maintaining accurate records and inventory information; following written and verbal instructions; providing customer service while responding to service requests.

Ability to: effectively supervise, train, mentor, and evaluate employees; develop and maintain collaborative working relationships with university leadership, facilities personnel, law enforcement, technology staff, contractors, and campus stakeholders; independently evaluate access control issues and determine appropriate corrective actions; analyze security and access needs and recommend effective solutions; coordinate multiple projects and assignments while maintaining operational continuity; serve as a technical resource and provide guidance to less experienced staff; maintain the integrity and security of access control databases, credentials, keys, and related records; learn and apply access control and security procedures; diagnose and perform routine repairs to mechanical locking devices and related hardware; assist in the installation and maintenance of electronic access control equipment; read and interpret basic manuals, diagrams, and work orders; establish and maintain effective working relationships with faculty, staff, students, contractors, and the public; prioritize and complete multiple assignments in a timely manner; work independently and as part of a team; perform physical tasks associated with maintenance work, including lifting, climbing, bending, and working from ladders; maintain confidentiality and security of keys, access devices, and related records.

(*) Developed after employment.

Minimum Qualifications: High school diploma or GED and at least five years of progressively responsible experience in locksmithing, access control, facilities maintenance, security systems, electronics, or a related trade.

Preferred Qualifications: ALOA Security Professionals Certified Professional Locksmith (CPL) or Certified Master Locksmith (CML) certification. Experience leading projects, directing work activities, training employees, or supervising personnel. Experience programming and administering electronic access control systems. Experience troubleshooting complex electronic access control issues. Experience coordinating access control projects and system upgrades. Experience providing technical guidance or training to others. Experience using computerized maintenance management systems (CMMS), work

order systems, or inventory management systems. Coursework, vocational training, or certification in locksmithing, access control, electronics, facilities maintenance, or a related field. Experience maintaining records, inventories, or key control systems. Customer service experience in a facilities, maintenance, security, or technical support environment.

Physical Requirements: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform heavy work.

Heavy: work involves exerting 50 to 100 pounds of force occasionally, or 25 pounds of force constantly to move objects.

Unusual Working Conditions: May be exposed to cold or hot temperatures based on weather and/or different environments present on campus. May be exposed to dirt, grease, or confined spaces.