

**Position Description**  
**Physical Access and Third Party Systems Administrator**  
Department of Residence Life

**Formal Title and Job Classification:** Information Processing Consultant (?)  
**Title:** Physical Access, Video Security and Third Party Systems Administrator  
**Appointment Type:** 12 month Academic Staff- 1.0 FTE (6 months project appointment)  
**Reports:** Assistant Director of Residence Life – Information Technology and Budgets  
**Author:** Victor Alatorre – Assistant Director of Residence Life – Information Technology and Budgets

**Job Summary:**

The position is responsible for implementing, maintaining, and supporting all information (reporting) systems related to physical access controls, video security, third party systems, etc. Responsibilities include managing information systems (hardware, software, servers, networks) and web based applications related to security and within our student portal system. The position serves as a liaison between various department and contractors that utilize the access control systems. These systems operate and will be supported continuously (24-7) throughout the year. This position is responsible for integration and support of ID card information management, door access, surveillance, network infrastructure and vending systems for the Department of Residence Life in collaboration with the Student Union, Student Recreation and Wellness, Telecommunications and Central IT Personnel.

**1. (20%) Responsible for the implementation, engineering and support of Video Security Systems including all:**

- a. Primary coordinator for the installation, maintenance and support of all video surveillance and related server hardware Software Administration and Support
- b. Responsible for engineering, design, installation and overall maintenance of Storage hardware Administration (SAN) management systems related to the enterprise level surveillance system supporting 11 residence halls, conference center and the student union.
- c. Responsible for wiring, project management, procurement specifications and installation of surveillance cameras in the residence halls.
- d. Working in collaboration with the telecommunications, facilities management and contractors.
- e. Responsible for the creation of documentation, licensing, and training materials related to the use of video security software
- f. Be a information resource and prepare documentation for investigations in collaboration with the University Police, the Dean of students office and local law enforcement
- g. Research, test, propose and procure new hardware, software and interfaces related to video security

**2. (30%) Responsible for the implementation and support of Card Access systems including all:**

- a. Responsible for the overall system engineering, design, and implementation of the Access Control Continuum System
- b. Research, design, and implement new security system specifications, building programming, hardware programming and initialization and end user training.
- c. Create and document all the user interface design and permission levels in accordance to departmental needs.

- d. Collaborate with ID administrator, telecommunication/networking and administrative computing on the integration and interfacing of external data source such as Peoplesoft, Cbord, Asure ID, and Residence Life "Roster system".
- e. Contact person for University Police to get user access history
- f. Be 24 hour On-Call for support of software and hardware failures related to access control, SQL servers, virtual servers, etc.
- g. Primary coordinator of system hardware support and replacement working in collaboration with installers, vendors, and other departments.
- h. Serve as resource to other departments using the hosting services and ID card systems residence life owns.
- i. Research, test, propose and procure new hardware, software and interfaces related to physical access and security

**3. (10%) Plan, Coordinate and Assist on the implementation of reporting systems for all third party and portal systems including:**

- a. Designer and Developer of the SRWC membership management application, which include troubleshooting, end user support, report generation, and data management.
- b. Technical coordinator and support for the Door Access Application and infrastructure in the SRWC, Residence Halls and Student Union
- c. Co-responsible for the implementation and design of TitanCard Application (Reissued Cards) Development and Support, which includes collaboration with the Campus ID Systems Administrator
- d. New Integration Systems Development
- e. Assist other MIO and Reeve Union programmers with integration to Camera and Card access data sources in the student portal.
- f. Maintain best practices and compliance for data protection and security of privileged/protected information

**4. (10%) Co-responsible of the Cbord vending system and server support including:**

- a. Co-responsible for server administration and support of Micros Odyssey system.
- b. Co-responsible for the management of the Titan Card Database and badge printing system which includes the overall management of the virtual servers.
- c. After-hours contact for hosted services support and troubleshooting
- d. Develop and support automation of business processes related to student ID cards

**5. (10%) Serve as the contact person for collaboration with other units in relation to:**

- a. The management of all ResLife wireless access points and user authentication and control systems.
- b. Responsible for the Management of ResLife GCC wired network control systems
- c. Working with telecommunications staff to prevent and respond to telecommunication issues, which may affect hosted services.
- d. Maintaining positive communication and act as a liaison between students in the residence halls, the MIO, other departmental teams, central purchasing office and central IT.
- e. Attend weekly meetings related to all MIO operations. Those include: MIO lead meeting, Telecom/ResNet Meeting and General Staff Meetings as needed.

**6. (15%) Co-responsible for student personnel and network administration of a 40+ server datacenter including:**

- a. Providing assistance with day-to-day operations MIO Datacenter that includes the SANs, virtual servers, etc.
- b. Training student personnel under his/her supervision on best practices for server management, portal programming, and troubleshooting related to security and card access.
- c. Serving available for assistance with special projects.
- d. Provide backup after hour support for hardware and software.

## **7. (5%) Misc Duties**

- a. Perform tasks as assigned by the Assistant Director of Residence Life - Information Technology and Budgets.
- b. Attend professional/developmental conferences and training sessions as assigned by the Assistant Director of Residence Life - Information Technology and Budgets.
- c. Performance of all assigned responsibilities to the best of his/her ability.

## **Minimum Qualification**

- Bachelor Degree in Computer Science, Management Information System, Business Administration or related field with demonstrated IT experience and training is required.

## **Preferred Qualifications**

- Working knowledge of ID card and access control systems is a plus: Andover's Continuum, Cbord Odyssey, Micros 3700, Peoplesoft, HID iClass Proximity technology,
- Advance working knowledge of Microsoft Server and database technology, MS windows OS variants, MacOSX, Unix, Linux variants, Novell and related end user applications and tools.
- Advance knowledge and expertise of MS SQL, C#, .Net development, java, java script, ASP (classic), ASP.Net, html, CSS, C++, crystal reports, etc.
- Advance knowledge of electronics and instrumentation necessary for wiring security and door access infrastructure.

## **Knowledge Skills and Abilities**

The following KSA requirements are applicable to this position:

- At least 2 years of experience in an academic based technology support environment
- At least 3 years of experience implementing and managing enterprise level physical access and surveillance systems.
- Able to manage computer systems within the context of security, database management, integration and reporting etc.
- Able to manage priorities, complete projects, and lead to completion with a minimum of direction and supervision
- A strong understanding and awareness of latest trends in information technology and Physical security.
- Willingly capable of designing and implementing automation systems for student service improvements.
- Communicate with a professional, courteous and respectful manner with all MIO office constituents.
- Capable of maintaining confidentiality while protecting the privacy of the information created by the systems he/she supports.