West Valley - Mission

Community College District

Class Specification

Senior Facilities Security Systems Technician
Classified Position (Non-Exempt Status)
Classified Operations & Support Services Salary Schedule – Range 76

Definition

To perform highly specialized professional duties related to the development, installation, maintenance, repair, and administration of all Facilities Security hardware, software, and network systems including building access control, lockdown, alarm, security camera, physical key, and other assigned systems.

Distinguishing Characteristics

This is the advanced journey level in the Facilities Security professional series. Positions at this level are recognized as technical experts and distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees are responsible for technical management and/or coordination of multiple technical functions, platforms, technologies, conceptual design, or technological applications; and may perform technical and functional oversight over professional and technical staff.

Supervision Received and Exercised

Receives general direction from Director, Community Services.

Exercises technical and functional oversight over assigned technical staff.

Examples of Essential Duties

Duties may include, but are not limited to, the following:

- Coordinate the technical implementation and on-going administration of enterprise-wide facilities security systems including access control, alarm, security video, building lockdown, and physical key.
- Design enterprise-wide systems architecture and integration strategies across multiple platforms, technologies or software systems.
- Program and maintain software and server-based events, permissions, behaviors, and updates across all facilities security platforms.
- Lead troubleshooting of system issues including complex and/or urgent, technical problems.
- Research, evaluate, and recommend new facilities security technology, hardware, software and systems; Meet with vendors to design and develop hardware and software specifications, solutions, and strategies.

- Perform a variety of installation and repair duties in the hardware/locksmith trade as needed; troubleshoot, repair, replace, adjust, rebuild and install a wide variety of hardware including door locks and cores, door closures, hinges, panic hardware, latches, pulls, proximity readers, keypads, control boards, and power supplies. Re-key individual locks and complete building lock systems.
- Oversee, develop, and maintain key lock databases, systems, and hierarchies for new and existing buildings; maintain detailed records, databases, and inventories.
- Oversee, operate and maintain video management system servers, infrastructure, and workstations; coordinate user management, video review and preservation, camera and encoder programming and alarms.
- Ensure that new and upgraded systems work effectively with current systems and programs; determine and document proper installation parameters for software and hardware to ensure smooth integration, transition and efficiency.
- Provide technical and functional oversight of vendors, contract staff and/or students during the construction, maintenance and implementation of assigned projects.
- Respond to immediate safety and/or operational concerns; inform management of existing or potential problems; maintain problem logs; communicate with higher-level staff regarding documentation, testing and scheduling concerns; communicate installation and/or testing problems to users and keep them apprised of schedule changes.
- Lead planning activities with college departments, outside agencies and systems vendors, and staff from multiple disciplines.
- Organize, review and track work order requests; maintain appropriate maintenance records and reports.
- Participate on committees; answer questions and provide expertise related to area of assignment.
- Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
-

Minimum Qualifications

Knowledge of

- Basic hardware and software related to facilities security systems.
- Basic methods, tools and techniques of testing, troubleshooting, problem solving and maintenance of hardware and software related to facilities security systems.
- Basic operational characteristics of technology related to access control, alarm monitoring and security surveillance systems.
- Principles and practices related to facilities security such as to computers, mobile devices, audiovisual, network, client server technologies, network operating systems, and communication systems.
-

Ability to

- Evaluate data and facilities conditions to identify facilities-based security and safety vulnerabilities and threats; within assigned area of responsibility, implement solutions to address or mitigate vulnerabilities and threats.
- Install, configure, maintain, repair and modify a variety of hardware, electronics, computer equipment, software, communications, servers and desktops, and related peripheral equipment and systems.
- Analyze, diagnose and repair malfunctions in both hardware and software systems.
- Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve operations and procedures; understand, interpret explain, and propose policies and procedures; explain operations and problem solve issues for the public and with staff.
- Work closely with public safety personnel on both emergency and non-emergency activities, incidents, or investigations; ensure appropriate data and information security and confidentiality at all times.
- On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment; perform simple grasping and fine manipulation; use telephone and write or use keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.
- To troubleshoot problems related to facilities security and communication systems; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and initiate corrective actions.
- To install, maintain, repair and modify a variety of computer equipment, software and electronic equipment and systems relative to facility security.
- Learn and apply concepts of Crime Prevention Through Environmental Design.

- Communicate technical issues to individuals with varying degrees of information technology knowledge.
- Write procedures and documentation for problems, solutions and standards.
- Read, comprehend and retain technical information related to area of assignment.
- Track service requests and trouble reports and ensure problems are resolved.
- Organize and manage multiple priorities and perform a variety of work assignments.
- Provide on-call service, when assigned, during off hours, evenings, weekends and holidays.
- Use sound judgment in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.
- Establish and maintain effective, cooperative, and collaborative working relationships with others.
-

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience

Two years of advanced journey experience relative to security systems.

Education

Equivalent to an Associate's degree from an accredited college with major coursework degree in information systems, security or a related field.

License and Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Possession of, or ability to obtain, an appropriate, valid C-CURE (Computer-Coordinated Universal Retrieval Entry) certification

EEO Category: Skilled Craft

Approved Date: March 24, 2026