**Keyless Access Administrator I Standard Job Description**

**Classification Title:** Keyless Access Administrator I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 11

**Minimum Pay:** $45,000.00

**Job Description Summary:**

The Keyless Access Administrator I, under direction, is responsible for administering routine keyless systems, related services, and projects. Administers the University video management system and access control system

**Essential Duties and Tasks:**

**30% Technical Support and Access Management**

* Provides technical support to local administrators with programming and reporting, assigning, modifying, and revoking access permissions.
* Assists with configuration of new and upgraded keyless access systems and administration of access management systems.
* Creates and modifies building administrator accounts and individual user accounts, troubleshooting and remediating access issues.
* Supports the overall efforts of the building and keyless access personnel and provides limited system administration support to video management personnel.

**20% Training and Education**

* Assists with the education and training of staff or administrators regarding access control systems.
* Assists local system administrators with creating user groups, control groups, and partitions.

**10% Reporting and Documentation**

* May assist with generating reports for management, including status reports, problem reports, and system utilization summaries.
* Provides documentation for operations, emergencies, and other procedures related to keyless access.

**10% System Maintenance and Escalations**

* Provides support for ongoing system maintenance and upgrades with service providers.
* Assists with escalations to ensure prompt resolution of issues and monitors customer service to meet service level agreements.

**10% Equipment Testing and Inventory Control**

* Assists with overall equipment testing, troubleshooting, and installation as needed in compliance with standards.
* Assists with inventory control for keyless access systems.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree or equivalent combination of education and experience

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.

**Machines and Equipment:**

* Computer
* Phone
* Office Equipment

**Physical Requirements:**

* Ability to lift and move heavy objects.
* Ability to climb stairs and ladders.

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU regulations and procedures.
* Persons in this position are considered essential when the University declares an emergency, campus closure, class cancellations, etc., and are therefore required to report to work and remain on duty unless/until relieved by the direct supervisor.
* Works to cover shifts, or take emergency call, on evenings, weekends, and holidays as required.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**