**Keyless Access Administrator Manager Standard Job Description**

**Classification Title:** Keyless Access Administrator Manager

**FLSA Exemption Status:** Exempt

**Pay Grade:** 15

**Minimum Pay:** $68,012.00

**Job Description Summary:**

The Keyless Access Administration Manager, under direction, is responsible for the daily operation of keyless access administration and their teams. Provides leadership and oversight to employees within Keyless Access Administration and Video Management Systems teams.

**Essential Duties and Tasks:**

**30% System Administration and Oversight**

* Oversees system administration functions for the institution's keyless access control systems.
* Implements strategies to provide secure, functional, and accessible access control systems to users.
* Manages overall efforts of the access control team.
* Serves as a technical consultant for keyless systems.
* Ensures appropriate documentation of administrator training and compliance with regulations.

**20% Technical Leadership and Maintenance**

* Coordinates ongoing system maintenance and upgrades with service providers.
* Provides technical oversight for the installation and maintenance of access control hardware.
* Monitors customer service and ensures service level agreements are met.
* Assists with the identification of issues related to access control systems.

**10% Staff Supervision and Development**

* Supervises employees within the area of responsibility, including hiring and training.
* Provides ongoing feedback and maintains a positive work environment focused on customer service.
* Plans continuing education for employees and monitors their performance.

**10% Project Management and Collaboration**

* Works with system integrators and department leaders to provide resource estimates and progress reports.
* Actively participates in incident, problem, change, and project management processes.

**10% Customer Support and Consultation**

* Provides exceptional customer support through system administration oversight.
Assists in the design, acquisition, and support of keyless systems across the institution.

**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
* Four years of related 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
* Hand Tools
* Diagnostic 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**

[x]  **No**

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

[ ]  **Yes**

[x]  **No**