Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES Serves as the Airport Access Control System Administrator in the Physical Security (Pass and ID) Division of the Airport Operations Department (Department) at Washington Dulles International Airport (IAD), Metropolitan Washington Airports Authority (Airports Authority). Acts as the Pass & ID office's subject matter expert in Access Control and Alarm Monitoring (ACAM) administration at IAD. Oversees security controls of individual and/or group access rights and codes required to maintain physical security at IAD. Serves as the technical advisor to the Security Network (SecNet) Domain Custodian and IAD's management team with respect to the ACAM. Performs related functions.

--Manages the ACAM and systems associated with badging system process (such as C-Cure, AirportICE) to ensure online continuity of IAD badging. Designs and manages the physical security access levels and use of access codes at the group and individual level. Monitors transactions to ensure correct usage and evaluate proper operation of ACAM.

--Coordinates and oversees the planning, design and establishment of data entry standards used in the ACAM, including the Federal Information Processing Standards (FIPS) standardizations. Identifies and oversees key fields; ensures the use of standardized descriptions. Creates or updates role types and user accounts and defines/redefines field security, form security, table security, menu option security, security filters, and other security requirements for the system.

--Establishes, reassigns, revises or deletes records in response to user requirements according to Departmental, Airports Authority, or FAA policies and standards.

--Reviews daily badge record information including submittals to the Designated Aviation Channeler (currently the Transportation Security Clearinghouse). Provides oversight correction of improper information.

--Troubleshoots system failures to isolate cause of problem (hardware, database software, application programs, or control settings). Corrects problem(s) or contacts appropriate resource such as application software support representative, contractor, or manufacturer for resolution.

--Produces recurring and special reports such as status of employees of a concessions tenant or green card expiration status of all concessions employees as requested by TSA utilizing crystal reports or other tools such as Excel spreadsheets.

--Is a member of the SecNet Custodian's management team and monitors the change process for system procedures and standards. Evaluates change proposals, coordinates change development, and implements change.

--Serves as Contracting Officer's Technical Representative (COTR) for service contracts with ACAM vendors. Helps identify potential vendors and review proposals, prepares technical evaluations of contracts, monitors contractor's performance for compliance with contract terms

and conditions, resolves technical problems, develops and justifies contract modifications, and supports contract close-out.

--Participates with management to identify opportunities to upgrade or replace hardware/ software to meet the current and future needs; recommends changes; and participates in the acquisition, implementation and follow-through of new items. Ensures new system components function accurately and effectively.

--Develops and ensures that adequate backup and recovery procedures are in place and are properly and reliably executed.

--May oversee the frontline Pass and ID service providers or assist the Physical Security Technicians. Provides service providers and Physical Security Technicians with accesses to create badges/IDs and to assign physical security accesses. Trains new personnel in the use of the ACAM system including, but not limited to, badge production, background investigations, customer service, and related functions, as appropriate.

--Communicates and interacts effectively with internal and external business contacts including, but not limited, to other members of the unit/team, other Airports Authority employees (such as managers, supervisors, professionals, and support staff), vendors/suppliers/tenants, and the general public.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), and perform or conduct research (Internet use); (b) enterprise system/software for requisitioning, time and attendance reporting, and other functions; and (c) special systems/software such as ACAM and associated systems (C-Cure, AirportICE, etc.) to create badges, control security access within IAD, and produce required reports.

--May act as the Manager of Physical Security Division in his/her absence.

--*Performs other duties as assigned.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A bachelor's degree in any field providing a strong foundation for successful performance of the DUTIES in this job description, or an equivalent combination of education, experience and training that totals four years.

2. Three years of <u>progressively responsible</u> experience in system management that includes substantive work in most of the DUTIES in this job description, including: (a) administrating an electronic system that involves a relational database, and (b) writing reports in Crystal Report Writer, Microsoft SQL, and/or other report writing software to extract information and create reports.

   A fully equivalent combination of education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two of these three years of experience. One example is an Associate's Degree in any field indicating the ability to successfully perform the DUTIES of this job description may substitute for two years of experience.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and <u>may be</u> considered in the selection process, but are <u>not</u> required to be rated qualified for this job.

1. Experience overseeing an ID/badge system for identification and to control security access.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority-specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of Federal security regulations and requirements (including FAA and TSA directives, rules, processes, and procedures regarding specifics of identification and applicable Federal and State Criminal and Civil Codes relating to the TSA list of disqualifying crimes and which laws and or codes apply to the disqualifying crimes and in what way to support the approval or disapproval of applicants); knowledge of the IAD security program; and knowledge of IAD requirements and procedures for issuance of ID badges and AOA permits, altogether to lead and train Technicians in processing requests for ID badges, AOA permits, and Keys; respond to inquiries; and perform related functions.

2. Knowledge of Airports Authority Pass & ID operation, policies and procedures; of airport services and security requirements; of Airports Authority contracting policies and processes; and of other airport-related requirements, standards and procedures to ensure the effectiveness of the operations of ACAM.

3. Knowledge of and skill in administering computer hardware and software (particularly database management) to administer IAD's ACAM, provide support to users, to ensure data integrity and security, and to perform other computer-related functions to troubleshoot and resolve ACAM problems ensure online continuity of IAD badge systems.

4. Knowledge of and skill in Crystal Report Writer, Microsoft SQL, and/or other report writing software to extract information and create reports.

5. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems, identify relevant information, and make balanced recommendations and decisions. Examples include reviewing daily badge record information/submittals and checking for abnormalities and making needed corrections and troubleshooting system failures.

6. Interpersonal skills to interact effectively with business contacts in a business like, customer service-oriented manner.

7. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas) and to express such information verbally so that others will understand. This includes the ability to encourage oral communication by others. Examples include exchanging routine and non-routine operational and procedural information regarding ACAM with frontline Pass and ID service providers, badge applicants, and Airports Authority tenants and in the providing training on new systems/applications and/or procedures.

8. Skill in written communication to understand written information (including instructions, descriptions, and ideas), and to express such information in writing so that others will understand. Examples include the reading and comprehension of manuals and the preparation and review of reports, statements of work, memorandums and other written documents.

9. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), and perform or conduct research (Internet use); (b) enterprise system/software for requisitioning, time and attendance reporting, and other functions; and (c) special systems/software such as ACAM and associated systems (C-Cure, AirportICE, etc.) to create badges, control security access within IAD, and produce required reports.

10. Knowledge of baseline accounting procedures and in particular that of the Airports Authority to oversee the invoicing of ID fees.

RESPONSIBILITY Is responsible for managing ACAM procedures, physical security access and codes at IAD, coordinating daily system operations to ensure consistency of application, and serving as the operational focal point for ACAM interface with the user community. Work directly impacts the secure operation and issuance of airport identification badges and the physical security at IAD.

Reports to the Manager, Physical Security Division (Supervisor), who provides core assignments in terms of functional responsibilities, key issues, priorities, deadlines and

expected problems. Special assignments may be made with more specificity from either the Supervisor or the Supervisory Security Coordinator. The incumbent works independently, continuously investigating opportunities to facilitate more effective work force management and reduce maintenance costs. Work is typically reviewed in terms of quantity, quality, timeliness, customer service, teamwork, adherence to guidelines, utility and practicality of options for system improvement, consistency of application of system procedures by users, effectiveness of system security, and other factors, including specific performance management requirements.

Guidelines include Airports Authority policies and procedures, ACAM systems maintenance management manuals and software documentation, and TSA guidelines and procedures regarding ID badging and access controls. The incumbent uses seasoned judgment to select and apply guidelines to particular situations and to select or recommend policy, procedure, and/or guidelines to management in response to TSA or FAA directives.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying files, etc. Incumbent may sit for extended periods while performing desk work; moves about to obtain or distribute work materials, meet with people, etc. Regularly uses a computer to develop reports and perform other tasks; operates other office equipment. Frequently exchanges information by telephone. Regularly reviews contracts and regulations containing small print.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated and temperature controlled office and conference rooms. Is subject to job pressures from short deadlines, changing priorities, system failures, and job frustrations from demands for service that exceed available resources.

OTHER SIGNIFICANT JOB ASPECTS Is subject to hold-over and recall on a 24-hour basis for essential services and emergencies, such as meeting TSA security deadlines.