

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 a Physical Security Technician in the Pass and ID Section at Washington Dulles International Airport (IAD) or Ronald Reagan Washington National Airport (DCA) of the Metropolitan Washington Airports Authority. This is a developmental job that is intended to lead to the full performance level of work; the work typically involves learning while performing a wide range of duties and may involve acquiring or improving knowledge and skills. As experience is gained and ability to handle more complex assignments is demonstrated, more complex/varied work is assigned. Reviews applications, issues/renews, and accounts for identification (ID) badges, conducts and monitors training of applicants, and files and maintains application and identification records of sensitive Personally Identifiable Information (PII). Performs related functions.

--Responds to basic requests by telephone, email, and in-person, for information concerning fingerprinting, and processes and procedures to obtain ID badges and keys, background investigations, and training requirements. Directs non-basic questions to a higher-graded employee or supervisor/leader, as appropriate. May occasionally need to notify ID badge applicant/holder of negative information, such as failing to pass training or a background investigation.

--Reviews badge applications for completeness (e.g., checks that all sections are completed with proper information, signatures of applicant's security responsibilities, employer's company information and certification of required access, and if applicable, Air Carriers Criminal History Records Check (CHRC) certification) along with appropriate forms of identification.

--Collects biometric and biographic PII information from airport ID badge applicants and creates electronic files for transmission to clearing agencies for Security Background Investigations consisting of a Federal Bureau of Investigation (FBI) CHRC and a Transportation Security Administration (TSA) Security Threat Assessment (STA).

--Reviews identification and immigration status documents submitted to verify identity and determine validity and legal status, according to established policies and procedures.

--Takes fingerprints of applicants using the Automated Fingerprint Identification System (AFIS) for electronic transmission to the TSA.

--Administers Security Identification Display Area (SIDA), secure area, and driver training/testing to applicants. Certifies successful completion of training.

--Tracks applicants who fail to successfully complete an STA or CHRC, or are subsequently disqualified due to an STA or a CHRC disqualifying offense; denies escorted or unescorted access to the Security Identification Display Area (SIDA), secured area or sterile area, or Air Operations Area (AOA).

--Produces airport ID badges, to include creating badge files and record maintenance (data entry and imaging), production/recovery of the photo and ID, and inventory control.

--Files and maintains records according to Airports Authority established policies and procedures and in compliance with TSA Regulations. Assists with internal audits as well as audits conducted by TSA and other governmental agencies.

--Keeps abreast of changes in programmatic requirements and processes and customer service procedures.

--May provide basic training on front-line service processes and procedures to newer employees.

--As assigned, assists in maintaining an inventory of controlled supplies (badges, Intelli-Keys, etc.) and uncontrolled office and equipment supplies and directives.

--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 officials, executives, managers, supervisors, professionals, and support staff), vendors/suppliers/tenants, airport users, and the general public.

--Uses a computer and modern office suite software such as Microsoft (MS) Office for scheduling (Outlook), communicating (email), word processing (Word) and database applications (Access), and uses various office-specific applications for badging and fingerprinting such as IntelliSoft's Intelli-Key; may use Crystal Reports. Maintains automated databases and spreadsheets to record items issued and stored, maintain vendor information, and generate reports.

--*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 parts of both of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
2. Three years of progressively responsible experience performing general clerical support work that includes substantive work in a range of the DUTIES in this job description to include:
 - (a) Evidence of knowledge of, and skill in using, established and standardized methods, processes, procedures and practices to review completeness, consistency and authenticity of printed (alphabetical and numerical), photographic/visual and signature information on various documents to identify discrepancies and determine if information content and authenticity meet guidelines, to maintain files and databases and to perform related

substantive and procedural clerical functions;

- (b) Evidence of ability to rapidly acquire knowledge of, and then adhere to and skillfully use, Airports Authority-specific processes, procedures, practices, systems, and other standards and guides pertinent to assigned functions (including careful control of sensitive documents and sensitive information);
- (c) Evidence of skill in using a computer and modern office suite software to perform program- and service-specific functions and to perform general office functions such as communication (email), word processing, scheduling and spreadsheets. This requirement includes demonstrated ability to rapidly acquire knowledge of, and then skillfully use, Airports Authority-specific and Pass/ID software pertinent to assigned functions; **and**
- (d) Evidence of skill in planning one's own work consistent with assignments, priorities and other guides; in reasoning in problem solving; in communicating in writing; in communicating orally; in working effectively with business contacts; in working as a team member; and in providing effective customer service.

Education and training beyond what is needed to satisfy MQ 1 above may be submitted for up to two of these three years of experience (MQ 2) on a week-to-week basis provided the education and training provide evidence of the knowledge, skills and abilities required by items 2(a), 2(b), 2(c) and 2(d).

PREFERRED QUALIFICATIONS

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

1. Experience with ID badge application and production/recovery processes.
2. Experience in a high-volume, direct customer service.

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 and Airport security regulations and requirements, including Federal Aviation Administration (FAA), TSA, and Airports Authority directives, rules, processes, and procedures regarding specifics of identification; knowledge of the IAD (or DCA) security program; and knowledge of IAD (or) DCA requirements and procedures for issuance of ID badges altogether to process requests for ID badges, process requests for Intelli-Keys, respond to inquiries, and perform related functions.

2. Knowledge of TSA fingerprinting standards and knowledge of techniques for identifying fraudulent or tampered identity documents (including drivers' licenses, social security cards and passports) altogether to effectively screen applicants seeking access to secured areas of the Airport. This includes skill in form perception (specifically, attention to detail in alphanumeric information, document layout, photographs of people, etc.).
3. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas), to express such information verbally so that others will understand. Examples include exchanging information about facts, procedures, requirements, etc., such as information concerning ID badges, and fingerprint results.
4. Interpersonal skills to effectively interact with business contacts in a businesslike, customer service-oriented manner, including persons of different cultures and national backgrounds and those of limited English proficiency.
5. Knowledge of the operation of the Airport Access Control System (AACS), knowledge of the automated key-entry (Intelli-Key) system, and knowledge of the Automated Fingerprint Identification System (AFIS) altogether to effectively badge applicants and successfully process fingerprint data for electronic transmission to the TSA.
6. 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 identify relevant information and make decisions within guidelines and authority. Examples include ascertaining authenticity of documentation presented as proof of identity by badge applicants and detecting discrepancies in documents and apparent problems with document completeness, signatures, and biometric data.
7. Skill in written communication to understand written information (applications, identification documents, transcripts, etc.), and to express such information in writing so that others will understand. Examples include understanding information about procedures, requirements, etc., such as understanding application information in order to verify, disqualify, or request more/different information.
8. Skill in using office equipment, such as fingerprinting and badging equipment, and in using a computer and modern office suite software such as Microsoft (MS) Office for scheduling (Outlook), communicating (email), word processing (Word) and database applications (Access), as well as various office-specific applications.

RESPONSIBILITY In this developmental position, incumbent is responsible for learning and performing direct customer service and security functions in the Pass and ID Section by assisting in the review, renewal, and/or issuance of applications for ID badges, Intelli-Keys, operating the AFIS, and performing related functions. The work contributes to the Airports Authority's overall security program and impacts on the image of the Airports Authority and the safety and security of passengers, other airport users, and airport-based employees.

Reports to the Manager, Physical Security (at IAD) or Supervisory Security Coordinator (at DCA)

(Supervisor). The Supervisor assigns functions to the incumbent based on workload demands, staffing, priorities and other factors such as initial training and employee development objectives. The incumbent works independently on a day-to-day basis according to specific assignment(s), training and established procedures. Consults with Supervisor or higher-grade employee, if available to assist, with the resolution of non-routine problems or matters of a sensitive nature such as denial of an ID request, or other security issues as needed. Completed work is typically reviewed in terms of quantity, quality, timeliness, customer service, teamwork, adherence to guidelines, developmental progress and other factors such as specific performance management goals and objectives.

Guidelines include, but are not limited to: Airport Orders and Instructions, applicable Federal regulations, including FBI Criminal Activity notices, SIDA Training Manual, and computer and badging equipment manuals, as needed. The incumbent works in strict adherence to guidelines, paying careful attention to detail.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying files, etc. Occasionally transports objects weighing up to 25 pounds such as supply boxes. Incumbent may sit for extended periods while performing desk work; moves about as needed to perform duties of the job. Stands, occasionally for prolonged periods, while serving customers. Regularly uses a computer and photographic or fingerprint equipment. Exchanges information by telephone often. Identifies color-coded security badges and background documents, such as passports and driver licenses. Troubleshoots badging equipment as necessary.

WORKING CONDITIONS Works mainly in an adequately lighted, adequately ventilated and temperature controlled office setting. Works within a context of frequent telephone calls and a high volume of customers seeking service at the service desk. May be subject to some interpersonal conflict situations with angry customers who are frustrated by long waits, missing documents, language barriers, etc.

OTHER SIGNIFICANT JOB ASPECTS None