



West Valley - Mission

Community College District

CLASS SPECIFICATION

LOCKSMITH

Classified Position (Non-Exempt Status)

Classified Operations & Support Services Salary Schedule – Range 67

DEFINITION

To install, repair and adjust lock hardware and systems in district facilities; to program, monitor, and maintain computerized locking and alarm monitoring systems; and to perform related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Locksmith class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Executive Director, Facilities, Construction and Maintenance.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Configure, manage and operate lock and alarm monitoring systems, including configuration of user IDs and security levels, report generation and backup procedures records.

Troubleshoot, repair, replace, adjust, rebuild and install door locks and door closures, hinges, panic hardware, latches, pulls, and other hardware related to doors and windows.

Re-key individual locks and complete building lock systems.

Coordinate and provide technical support, over the telephone, through email, remotely and/or in person to district personnel; troubleshoot and solve applicable software, hardware, and facility security system problems.

Ensure that new and upgraded systems work effectively with current systems and programs; determine and document proper installation parameters for software and hardware in order 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.

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.

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.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic computer hardware and software related to lock and security systems.

Basic methods, tools and techniques of testing, troubleshooting, problem solving and maintenance of hardware and software related to facilities security systems.

Standard practices, methods, materials and tools used in the locksmith trade.

Key making and master keying techniques.

Ability to:

Analyze, diagnose and repair lock malfunctions in both hardware and software systems.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Learn to troubleshoot problems related to area of assignment such as 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.

Learn to install, maintain, repair and modify a variety of computer equipment, software and electronic equipment and systems relative to facility security.

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 responsible locksmithing experience. Some experience in technology systems relative to lock and security systems is desirable.

Education:

Equivalent to completion of the twelfth grade, supplemented by college level courses in the locksmith trade and information systems.

EEO Category: Skilled Craft

Date Approved: July 1, 2017