Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Security Systems Manager**	FLSA Status:	**Exempt**
Job Family:	**Professional**	Pay Range:	**A/P Schedule, Grade R**
Prepared/Revised Date:	**December 15, 2025**	Job Code:	**34242**

SUMMARY: Responsible for providing leadership, training, and people management for the Safety and Security Technical Support team to ensure a productive and customer-focused work environment. This role focuses on project management of upgrades, add-ons, and maintenance. Responsible for managing Electronic Specialists' performance, addressing escalations, establishing standards and expectations, and fostering communication across teams and schools. Ensure high levels of customer satisfaction by acting as a liaison between the Safety and Security Tech Department and schools, providing guidance and maintaining service standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Supervise, mentor, train, coordinate, and evaluate Safety and Security Electronic Specialists I & II. Provide guidance, direction, and prioritization on tasks and responsibilities. Manage team performance to ensure both technical proficiency and high-quality customer service that meet district standards.
2. Prioritize and coordinate installation, management, and maintenance of all electronic security systems throughout the district including intrusion, access control, video surveillance, two-way radio communications, and other integrated systems as required. Schedule and track repairs through the district work order system.
3. Manage and maintain district wide access control system scheduling. Coordinate with administrators to develop daily access control schedules as well as holidays and school out/staff workdays. Delegate and manage immediate schedule changes due weather-related or other emergency cancellations or delays.
4. Coordinate all security system access ID badges with the Security Department Office Manager for district employees and other authorized personnel.
5. Manage after hours on-call rotation including scheduling, reviewing logs, and following up on related issues. Provide 24-hour on-call assistance for security-related issues.
6. Build partnerships with schools and Safety and Security staff to facilitate two-way communication and collaboration. Act as a liaison to keep schools informed of Security Tech standards, processes, and ongoing projects, ensuring transparency and responsiveness to school needs.
7. Assist in creating and implementing workflows, processes, and technical documentation that emphasize consistency, quality, and customer satisfaction, ensuring compliance with Security Tech policies and procedures.

8. Coordinate with alarm monitoring vendors to maintain accurate dispatch instructions. Review alarm activity and assign necessary repairs to security technicians. Work with Director of Safety & Security to manage and maintain monitoring contracts and relationships.
9. Monitor team performance metrics, including customer satisfaction, ticket handling, and phone statistics, and collaborate with team members to create action plans to meet and exceed customer service goals.
10. Provide training, feedback, and professional development focused on enhancing customer service and technical skills. Promote a customer-centric mindset within the team.
11. Represent the Safety and Security Tech Support team in meetings, providing insights into people management, customer service, resource allocation, and service delivery.
12. Manage orders and maintain stock of repair parts and supplies. Work with vendors for warranties and repairs of defective security equipment.
13. Pursue continuous professional development by staying updated on district technology standards, industry trends, and emerging skills, while embracing challenges and maintaining a growth mindset.
14. Communicate effectively by translating technical concepts for non-technical audiences, collaborating across teams, and aligning solutions with business goals.
15. Respond as essential personnel in case of an emergency, weather, or environmental event and/or school/facility/district closure.
16. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Associate's degree in Information Technology, Business Administration, or a related field; or an equivalent combination of education and relevant experience
- Minimum of five (5) years of experience in a customer-facing technical support role, with demonstrated growth in responsibility preferably with low voltage wiring and low voltage security equipment
- Experience in a K–12 educational environment preferred
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid US driver's license
- Must meet District driver insurability requirements
- Preferred certifications:
  - Electronic Security Association (ESA) Certified Alarm Technician Level 1 or equivalent
  - Manufacturer training and certification on district access control systems
  - Manufacturer training and certification on district CCTV/Surveillance systems
  - Manufacturer training and certification on district intrusion systems

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Math and accounting skills
- Customer service and public relations skills
- Critical thinking and problem-solving skills
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability and willingness to be on call and/or respond to calls 24/7
- Knowledge of building codes related to low voltage cabling
- Ability to proofread specifications, diagrams, and blueprints
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Advanced knowledge of and experience with personal computers, peripherals, and audiovisual equipment
- Advanced operating knowledge of and experience with Security related and business software
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Director of Student Safety and Emergency Management	
Direct reports:	Electronics Specialist I/II	3

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work; assisting with appraising performance; assisting with rewarding, disciplining and terminating employees; and assisting with addressing complaints and resolving problems

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds		X		
More than 100 pounds		X		

MENTAL FUNCTIONS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Compare				X

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Analyze				X
Communicate				X
Copy		X		
Coordinate			X	
Instruct				X
Compute			X	
Synthesize				X
Evaluate				X
Interpersonal Skills				X
Compile			X	
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts		X		
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	