Job Classification Specification

Campus Operations & Protection Specialist 1

Position Summary

Responsible for handling a variety of assigned projects in campus operations. Applies subject matter knowledge. Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Acts as a liaison between the IT development group and business units for the development and implementation of new systems and enhancement of existing systems.

Operate, maintain, and troubleshoot technical issues with specialized HVAC (heating, ventilation, and air conditioning), or physical access/security systems.

Ensures that good customer relations are maintained, and customer claims and complaints are resolved fairly and effectively, and in accordance with the consumer laws.

Develops improvement plans in response to customer surveys.

Develops assignments, timetables and responsibilities for team members for the duration of project.

Evaluates new applications and identifies systems requirements.

Evaluates new IT developments and evolving business requirements, and recommends appropriate systems alternatives and/or enhancements to current systems.

Prepares communications and makes presentations on system enhancements and/or alternatives.

Implements sustainability goals and values identified in the UMD Strategic Plan, complies with the Board of Regents Policy on Energy Efficiency and Sustainability, and meets goals of our Climate Commitment.
Campus Operations & Protection Specialist 1 (cont’d)

Operational Role

Modifies practices and procedures to improve efficiency and quality; searches for better ways to effectively achieve end results by, for example, scheduling work steps, arranging/re-arranging the way work is generally performed, and adding or deleting elements of processes as necessary.

Scope of Measurable Impact

Actions tend to affect a department or critical project outcomes; performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, and resource allocation/effectiveness.

Independence and Decision-Making

Typically works under general supervision but has the discretion to make daily operational decisions; given understanding of best practices and the way similar units run elsewhere, is able to convincingly recommend capital and process improvements to the area.

Complexity and Problem Solving

Problems cannot be identified and resolved in simple cause-effect terms; rather, problems require integrative solutions such as how technologies, processes, resources, and people all fit together in order to sustain productivity; understands the smallest details of a defined area.

Required Qualifications

Requires BA/BS with at least 6 years of experience; may supervise a small homogeneous department or larger process-oriented area whose members perform like activities.

Effective 2/24/14