

## JOB DESCRIPTION

### **Security Operations Supervisor**

#### **FLSA Classification**

Exempt

#### **Position Type**

Full-time

#### **Reports to**

Director of Security and Compliance

#### **Department**

Security

#### **Job Location**

San Jose, CA

## **JOB DESCRIPTION**

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### **Summary/Objective**

The Security Supervisor manages the security services provided to an assigned site(s) including client service, client problem resolution, service enhancement, service expansion, operational effectiveness, preparation of post orders, staffing, scheduling, supervision, and training.

The Security Supervisor will work with security vendors and the Director of Security and Compliance to keep the assigned site security system and application working as designed. The Security Supervisor is also responsible for ensuring that the sites are adhering to security compliance standards.

### **Essential Functions**

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Responsible for supervising, motivating, coaching, training, and evaluating the work performance of each of the Security Professionals.



- Responsible for ensuring that Post Order and training information is being properly maintained and updated.
- Assists in conducting interviews and evaluating new Security Professionals. Responsible for conducting on-the-job training, in coordination with Security Lead, of new employees assigned to site or when changes to post orders are made. This may include orientation to the site, review of post orders, routine responsibilities and how to respond to emergency situations or specific client needs.
- Oversees all reports, logs and pass downs generated by and for the Security Department. Distributes communications and other information to Security Professionals at the site as directed.
- Manages and supervises all sub-units within the Security Department, such as fire control room, Security Operations Center and loading dock.
- Responds to security incidents (internal to Security Professionals and/or external to client location) that occur, ensuring appropriate action is taken, all reports are properly completed, and appropriate parties are notified in a timely manner.
- Identifies any personnel problems occurring at posts, such as payroll issues, employee relations complaints or other concerns and forwards any such issues to the appropriate parties. May be responsible for writing a report of the situation or assisting with an investigation, as directed by the Director of Security Compliance, Legal, or HR.
- Responds to client or site emergencies as they arise, including ensuring appropriate communication to the Director of Security and Compliance.
- Responsible for maintaining positive client/security relationships through frequent client contact and support.
- Troubleshoot system performance issues and implement corrective actions.
- Analyze physical security system performance and recommend improvements.
- Performing various programming and technical project / administrative related activities on the security systems.
- Coordinates daily schedules and support with Critical Operations team.

### **Competencies**

- Hands-on experience with security industry standards, access control and video surveillance systems
- Excellent inter-personal, organization and communication skills
- Ability to work closely with other technical resources in resolving issues
- Must be able to work both independently and as a team member
- Composed demeanor, positive attitude, and client-oriented approach
- Exercises good judgment and uses discretion
- Ability to keep processes moving forward and take initiative as appropriate

### **Supervisory Responsibilities (if applicable)**

- Yes



### **Work Environment/Conditions**

- Various

### **Physical Demands**

- Ability to sit or stand for long periods of time.
- While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to handle or feel objects, climb stairs, balance, stoop or kneel, talk, and hear.
- Must be able to lift and/or move up to 40 pounds.
- Ability to reach with hands and arms.
- Ability to see at close range.

### **Travel Required**

- Very minimal for this role.

### **Required Education and Experience**

- Knowledge of data center (hyper scale, enterprise, and colocation), and telecommunications industries.
- Experience working with various Microsoft office applications.
- Knowledge or experience with 24/7 security staffing, patrols, implementing post orders, etc.
- Comfortable working knowledge of IP video surveillance and network-based access control systems, in an enterprise environment, is required.

### **Preferred Education and Experience**

- High School or equivalent work experience

### **Additional Eligibility Requirements**

- Must be willing to work outside normal business hours, including weekends, late nights, holidays, and on-call support.
- Must be comfortable working in a high stress, fast paced environment with shifting priorities

### **Work Authorization/Security Clearance Requirements**

- Must pass enhanced background check.

### **Equal Opportunity Employer**



STACK provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.