



Position: Data Center Responder – Microsoft Account

Reports to: Site Security Manager

Location: Varies

FLSA: Non-Exempt

Salary: DOE

SUMMARY:

Assists the data center security team in the providing of security services and related operations to the Microsoft Data Centers. Identifies and escalates issues in accordance with documented policies and procedures. Conducts patrols of the data center to ensure the protection of Microsoft assets and property. Provides strong customer service, access control, loss prevention, incident response, observation, and reporting of all safety and security incidents.

ESSENTIAL FUNCTIONS:

1. Responds to security incidents as dispatched within designated tier times.
 2. Conducts patrols of the interior and exterior of the facility.
 3. Evaluates and escalates potential safety issues within the facility.
 4. Prepares reports on incidents responded to during shift.
 5. Serves as Incident Commander pending arrival of a security supervisor, or member of a public service agency (police or fire).
 6. Monitors cameras in the Security Operations Center (SOC).
 7. Identifies security shortfalls and offers suggestions for improving the security program.
 8. Maintains logs and records in accordance with the data center Standard Operating Procedures.
- The functions listed describe the business purpose of this job. Specific duties or tasks may vary and be documented separately. The employee might not be required to perform all functions listed. Additional duties may be assigned, and functions may be modified, according to business necessity.
 - All assigned duties or tasks are deemed to be part of the essential functions, unless such duties or tasks are unrelated to the functions listed, in which case they are deemed to be other (non-essential) functions.
 - Employees are held accountable for successful job performance. Job performance standards may be documented separately, and may include functions, objectives, duties or tasks not specifically listed herein.



- In performing functions, duties or tasks, employees are required to know and follow safe work practices, and to be aware of company policies and procedures related to job safety, including safety rules and regulations. Employees are required to notify superiors upon becoming aware of unsafe working conditions.
- All functions, duties or tasks are to be carried out in an honest, ethical and professional manner, and to be performed in conformance with applicable company policies and procedures. In the event of uncertainty or lack of knowledge of company policies and procedures, employees are required to request clarification or explanations from superiors or authorized company representatives.

MINIMUM QUALIFICATIONS AT ENTRY:

Additional qualifications may be specified and receive preference, depending upon the nature of the position.

MINIMUM HIRING STANDARDS:

- Must be at least 18 years of age.
- Must have a reliable means of communication (i.e., pager or phone).
- Must have a reliable means of transportation (public or private).
- Must have the legal right to work in the United States.
- Must have the ability to speak, read, and write English.
- Must have a High School Diploma or GED.
- Must be willing to participate in the Company's pre-employment screening process, including drug screen and background investigation.

EDUCATION/EXPERIENCE:

A high school diploma or GED is required. Work experience in the security industry, public service (police, fire), or military is desired.

COMPENTENCIES (as demonstrated through experience, training, and/or testing):

- Must be able to meet and continue to meet any applicable state, county and municipal licensing requirements for Security Officers.
- Must be able to meet and continue to meet requirements for specific skills, certifications or authorizations specified for the assigned accounts.
- Knowledge of security operations and procedures.
- Knowledge of supervisory practices and procedures.
- Capable of learning a variety of security and safety devices and controls and trains for promotion to Control Room Supervisor.



- Ability to track and maintain schedule assignments.
- Ability to maintain professional composure when dealing with unusual circumstances.
- Basic computer skills are required.
- Strong oral and written communications skills. Must be able to read, write, and understand English.
- Strong customer service and service delivery orientation.
- Ability to interact effectively at various social levels and across diverse cultures.
- Ability to be an effective leader and member of project teams.
- Ability to take initiative and achieve results.
- Ability to carry out multiple assignments concurrently.
- Ability to adapt to changes in the external environment and organization.

WORKING CONDITIONS (Physical/Mental Demands):

With or without reasonable accommodation, requires the physical and mental capacity to perform effectively all essential functions. In addition to other demands, the demands of the job include:

- Maintaining composure in dealing with authorities, executives, clients, staff and the public, occasionally under conditions of urgency and in pressure situations.
- May be exposed to stressful situations, such as challenging individuals who are in or approaching an unauthorized area.
- Must undergo and meet company standards for background and reference checks, controlled substance testing, and behavioral selection survey, in addition to any mandatory licensing requirements.
- May be required to work overtime without advance notice.
- Required ability to handle multiple tasks concurrently.
- Keyboarding, basic computer usage and operating controls.
- Seeing, hearing, speaking, and writing clearly in order to communicate with employees and clients, observe and report incidents, and direct others.
- Frequent sitting, standing and walking, which may be required for long periods of time, and may involve climbing stairs and walking up inclines and on uneven terrain.
- Occasional reaching with hands and arms, stooping, kneeling, crouching and crawling.
- Frequent lifting and/or moving up to 10 pounds and occasional lifting and/or moving up to 25 pounds.
- Close vision, distance vision, and ability to adjust focus.
- May be required to use vehicle in the performance of duties.
- On occasion may be required to perform stressful and physical activity.
- Depending upon assignment may be exposed to inclement weather or be required to work in environments or under conditions that require the use of protective gear and devices and/or awareness of personal safety and safety of others.
- May be exposed to or required to handle sensitive and confidential information.