

## **SERVICE TECHNICIAN**

### **MAJOR FUNCTION**

This is skilled technical work responsible for the preventive maintenance, repair, and refurbishment of specialized fire-rescue-EMS tools and equipment and maintained in working condition.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Performs routine and emergency repair, preventive maintenance and refurbishment of specialized fire-rescue tools and equipment, including extrication tools, air packs, power units, generators, and fire suppression tools and appliances.
- Performs routine and emergency repair, preventive maintenance, and refurbishment of specialized emergency medical services tools and equipment, including stretchers, patient monitoring and therapeutic equipment.
- Receives, inventories, stocks, and distributes various tools, equipment, and repair/maintenance supplies. Operates forklift and various medium duty vehicles to accomplish the task.
- Performs records management functions to provide detailed record of items received, repaired, distributed, transferred, or disposed in order to ensure accurate department-wide inventory, repair cost summaries, and an effective depreciation and replacement schedule.
- Develops and maintains effective working relationships with outside vendors, internal departments and co-workers. Instructs or recommends to staff preventive maintenance activities and programs for equipment at stations.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule. Required to work additional shifts or assignments from time to time as needed, especially during disasters or emergencies.
- Must be able to respond to emergency and after hour calls including nights, weekends, and holidays.

### **SECONDARY FUNCTIONS**

- Assists the Support Services manager and team with making purchases, and performing department wide inventory.
- Participates in equipment evaluations of proposed new equipment and items.

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- Assists in department budgeting process by projecting needed equipment and alternatives.
- Performs other duties as assigned.

### **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

### **SUPERVISION**

This position may supervise small work groups to carry out assignments or as needed.

### **EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS**

#### **Education and Experience**

High School diploma or general education degree (GED). Vocational training preferred, and two years related experience or training, or equivalent combination of education and experience. Knowledge of fire-rescue-EMS tools and equipment through volunteer or career employment in fire-rescue preferred. Knowledge and application of small engine, equipment, durable medical equipment, and fire rescue tool repair. EVOC required prior to operating County owned vehicles. General knowledge of personal computer operations.

#### **Licenses**

Valid Florida Driver's License

#### **Certifications**

Completion of MCFR Infection Control training within one month of hiring and updated annually. Other skill and equipment specific training will be required prior to being assigned to the equipment or task.

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

#### **Language Skills**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedural manuals.
- Ability to write routine reports and correspondence.

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### **Mathematical Skills**

- Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Problem Solving Abilities**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Can explain records, procedures to others as lead worker.
- Requires judgment regarding use of equipment, tools or material.

### **Specialized Skills and Abilities**

- Strong organizational skills, and the ability to communicate clearly and concisely both orally and in writing.
- Willing to cross train within the department.
- Considerable knowledge of automotive tools, fluids, parts, supplies and related materials used in the preventive care, refurbishment, and repair of fire-rescue-EMS equipment.
- The ability to access input and retrieves information from a computer.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment**

To accomplish the tasks of this position, the employee will be required to proficiently operate the following machines and equipment. Ability to operate all heavy, medium, light equipment and vehicles, hand and pneumatic tools, computer, calculator, and other general office machines. Specialized training on specific advanced equipment may be required.

## **PHYSICAL DEMANDS**

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While performing the duties of this position , the employee will occasionally be required to sit, climb or balance, stoop, kneel, crouch, or crawl, and smell, and lift up to fifty pounds; will regularly stand and walk, and will frequently be required to use hands to finger, handle or feel, reach with hands and arms, talk or hear. Special visual requirements are close, distance, color vision, and the ability to adjust focus.

### **WORK ENVIRONMENT**

While performing the duties of this position, the employee will occasionally be exposed to moving mechanical parts, toxic or bi-hazardous or caustic chemical, fumes or airborne particles, and outdoor weather conditions. The noise level will be loud. Personal protective equipment may be required for some tasks.

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Pay Grade: 10

Job Description Number: 8084

Category: 8

Status: NE

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