

MAJOR FUNCTION

This is a technical position that performs essential functions providing key support throughout multiple departments within Utilities..

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its 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.

- Interprets technical operation and maintenance manuals to set all equipment maintenance and replacement schedules.
- Extract information from CMMS to determine equipment maintenance scheduled.
- Organizes, creates, manipulates, enters and retrieves data for implementation
- Supplies first line quality control of all data, which includes spatial alignment, accuracy, GPS validation, etc. as required.
- Reviews work orders for Customer Info Systems account updates. Verifies information is accurate. Update customer records to ensure proper billing.
- Creates reports and visual representation of CMMS information to assist department members in optimization of the duties.
- Establish benchmarking criteria to ensure key performance indicators are being met with work orders.
- Document all field service work on each piece of equipment.
- Prepares & performs maintenance on all CMMS data as required.
- Verifies work orders are being completed in a timely manner.
- Provides technical support and assigns tasks to maintenance and operations staff.
- Work in coordination with Purchasing & Inventory Coordinator to maintain inventory updates in CMMS.
- Monitors SCADA system for alarms and contacts proper staff to prevent system failures and maintain compliance at facilities.

UTILITIES COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM TECHNICIAN

SECONDARY FUNCTIONS

- Keeps records of labor and materials.
- Assists skilled workers of related trades in general electrical and maintenance work.
- Assist semi skilled workers in Utility maintenance activities.
- May operate a two-way radio.
- May frequently chauffeur other employees, depending upon assignment and work location.
- Ability to work effectively with co-workers and the general public.
- Ability to communicate effectively, both orally and in writing.
- Performs other related 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 and by phone contact.

SUPERVISION

This position does not have any supervisory responsibilities.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

Graduation from high school or GED and two years related experience. Additional appropriate education may be substituted for experience. Associate's degree preferred.

Licenses

Valid Florida Driver's License required.
ArcGIS Certification preferred

JOB SKILLS

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

UTILITIES COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM TECHNICIAN

Language Skills

- Knowledge of terminology and practices used in customer information systems and maintenance management systems.
- Ability to communicate tactfully and effectively, plan and organize work to meet multiple deadlines.

Mathematical Skills

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Problem Solving Ability

- Ability to interpret an extensive variety of technical instructions, in diagram form.
- Ability to read and interpret maps and legal descriptions.

Specialized Skills and Abilities

- Knowledge and experience using databases and SunGuard Community Plus
- 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 the position, the employee will be required to operate the following types of machines and equipment: Copiers, computers, adding machines, fax machines, telephone, printer, scanner; computer programs (not all inclusive list): MS office, SCADA, ArcGIS, Lucity Asset Mgr.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to sit, will regularly be required to walk, climb or balance, stoop, kneel, crouch or crawl, and

UTILITIES COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM TECHNICIAN

taste or smell; will frequently be required to lift twenty-five pounds; stand, use hand to finger, handle, feel, reach with hands and arms; talk and hear. Special vision requirements include close, distance, color, and peripheral vision, depth perception, and ability to adjust focus. Additional requirements may be specified depending on needs of department.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to high precarious places, fumes or airborne particles, explosives, and vibration; will regularly be exposed to wet or humid conditions, moving mechanical parts, extreme heat, risk of electrical shock, and risk of radiation; and will frequently be required to work in outdoor weather conditions. The typical noise level is loud.

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Pay Grade: 13
Job Description Number: 3101

Category: 3
Status: NE