



NEW: Submitted:  
07/17/2019 07/16/2019

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|------------------------|--------------------------------|
| JOB TITLE:             | TECHNICIAN MAINTENANCE SUPPORT |
| DIVISION               | OPERATIONS SERVICES            |
| SALARY SCHEDULE/GRADE: | IA, GRADE 6                    |
| WORK YEAR:             | AS APPROVED BY THE BOARD       |
| FLSA STATUS:           | NON-EXEMPT                     |
| JOB CLASS CODE:        | 8358                           |
| BARGAINING UNIT:       | CLAA                           |

#### SCOPE OF RESPONSIBILITIES

Assumes direct responsibility and provides administrative assistance to maintenance departments. Implements system-wide procedures and policies. Work assignments are performed independently and include a wide variety of priorities that must be resolved.

#### PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Represents maintenance staff members and their services to the client community effectively, professionally and respectfully

Administers payroll per District procedures for assigned shops

Composes reports, memorandums, and letters requiring knowledge of technical matters

Receives work requests by computer or phone; assigns, processes and records work requests in work order database with appropriate entries of activities, labor hours, and materials; collaborates with Foreman to ensure timely completion of work requests

Reviews and analyzes maintenance work orders and dispatches them to the appropriate personnel

Dispatches emergency and priority work requests to responsible department and/or supervisor

Maintains department records, files, and reports as required; operates, computers, printers and other equipment

Routes incoming communications taking action in routine situations and determines action to respond to non-routine situations

Follows up with client community as necessary to ensure satisfactory customer service

Completes all trainings and other compliance requirements as assigned by the designated deadline

Performs other duties as assigned by supervisor

#### PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights.

#### MINIMUM QUALIFICATIONS

High School diploma or G.E.D.

Demonstrated ability to prepare and maintain appropriate reports and records

Experience in computer operation and data entry

Effective communication skills

#### DESIRABLE QUALIFICATIONS

Exceptional customer service skills

Exceptional interpersonal skills, with a focus of rapport-building, listening, and inquiry skills

Experience in a diverse workplace