

Job Title:	Maintenance Operations Support Technician	Job Code:	1360
Job Family:	Central Administration Support	FLSA Status:	Non-Exempt
Pay Program:	Classified	Shift Differential:	No
Typical Work Year:	12 months	Pay Range:	G23

SUMMARY: Supports department by providing support for maintenance by managing help/service desk work orders, facility modification requests, quality control and adherence to safety protocol, fire inspections, utility data and vendor contracts. Responsible for data integrity of department databases and providing customized reporting as needed. Responsible for managing complex Maintenance, Human Resources, Finance and Safety and Security databases through the use of district technology systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Provide maintenance support and act as first point of contact for help/service desk calls, emails and walk-ins which includes finding solutions and resolving calls with customer. Assess maintenance requests and create work orders in maintenance software system. Customize and create reports and databases. Prioritize, route and escalate work orders based on safety concerns and service level. Input, track and report on purchases relevant to work orders. Communicate with customers regarding work order status and any software technical issues. Process and route customer requested estimates and facility modification requests. Maintain weekly billing process and invoicing to district customers for requested work orders.	D	35%
2. Assist management by coordinating, analyzing and reporting on quality control and adherence to safety protocol for specialty contracts and vendors, such as elevators, pest control, emergency service vendors and waste management.	D	15%
3. Manage districtwide utility data, including but not limited to gas, electric, solar, water and other utilities, and invoice utility companies using Energy Manager for the five cities within the district boundaries. Analyze and report utility data.	D	20%
4. Train and provide protocol guidance to department employees in regards to district policies and procedures in the areas of time and labor, work order processing, iPad support and other computer applications as applicable. Upgrade individual computers for all maintenance personnel per IT protocol as needed. Responsible for approval, verification and validation of reported time using district time and labor system.	D	16%
5. Manage and track district wide fire inspections to include electronic alarm, fire drop testing, boiler/chiller inspections and kitchen hoods. Originate, maintain and track vendor standing and individual contracts. Analyze need for Locates as Tier I UNCC protocol. Locate and clear areas as needed including IT heat tickets for fiber optics.	D	10%
6. Provide administrative support and assistance with department problem solving and training. Map and report on department p-card in district financial system. Maintain confidential department personnel files and generate personnel related paperwork as needed.	D	3%
7. Perform other job-related duties as assigned.	D	1%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma or equivalent.

- Must be a minimum of 18 years old.
- Courses in business or vocational school in business administration, budgets/accounting, office management equivalent to one year of college. Additional relevant related experience may be substituted for this educational requirement.
- Minimum of 2-3 years of experience in clerical and office support.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Advanced knowledge of MS Office products.
- Extensive knowledge of database management including knowledge of queries and data analysis.
- Excellent keyboarding skills.
- Basic math skills.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of district information technology systems and any other department specific software and equipment required within 2 months after entering position

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Planning Manager or HVAC, Lead	5011 or 1491

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

- Responsible for assisting with interviewing, hiring and training employees; and assisting with addressing complaints and resolving problems.

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Monitors department accounts to ensure expenses are made from correct account.
- Manages department petty cash account.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feel				X
Reach with hands and arms				X
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate			X	
Instruct				
Compute			X	
Synthesize		X	X	
Evaluate			X	
Interpersonal Skills				X
Compile				X
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles		X		
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X	x		

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	