

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

UTILITIES COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (“CMMS”) TECHNICIAN

Department: Utilities
Pay Grade: 107
FLSA Status: Non-Exempt
Job Class: 3101
Risk Code: 8810

JOB SUMMARY

Responsible for performing a variety of technical essential functions in order to provide key support throughout multiple Divisions within the Utilities Department.

ESSENTIAL JOB FUNCTIONS

- Interprets technical operation and maintenance manuals to set all equipment maintenance and replacement schedules.
- Extracts 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. Updates customer records to ensure proper billing.
- Creates and maintains on-call calendar for Maintenance and Lift Station Technicians.
- Creates reports and visual representation of CMMS information to assist department members in optimization of the duties.
- Establishes benchmarking criteria to ensure key performance indicators are being met with work orders.
- Assists customer service and technicians with questions, issues, or problems with work orders.
- Documents all field service work on each piece of equipment.
- Prepares and performs maintenance on all CMMS data as required.
- Verifies and ensures work orders are completed in a timely manner.
- Prepares and issues Precautionary Boil Water and rescission notices.
- Prepares and submits boot reimbursement requests.
- Provides technical support and assigns tasks to maintenance and operations staff.

- Works 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.
- Maintains accurate 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.
- Provides 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.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has no supervisory responsibilities.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; Associate's degree preferred; and two (2) years' related experience; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- ARC GIS certification preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to work with the fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Ability to interpret complex and detailed technical data.
- Knowledge of terminology and practices used in customer information systems and maintenance management systems.
- Knowledge and experience using databases.
- 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.

PHYSICAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. 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 taste or smell; and frequently stand, use hand to finger, handle, feel, reach with hands and arms, talk, and hear.

WORK ENVIRONMENT

Work is performed in various indoor and outdoor environments. 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.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.