

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:	G14

SUMMARY: Support the Maintenance and Operations Department by managing help/service desk work orders, facility modification requests, quality control, adherence to safety protocol, fire inspections, utility data, and vendor contracts. Respond, troubleshoot, problem-solve, and dispatch emergency calls. Responsible for data integrity of department databases and providing customized reporting as needed. Responsible for managing complex Maintenance, Human Resources (HR), Finance, and Safety and Security databases through the use of district technology systems. Responsible for internal billing and Intergovernmental Agreements (IGA) billing and receivables.

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 dispatch and maintenance support and act as the first point of contact for help/service desk calls, emails, and walk-ins, which includes finding solutions and resolving calls with customers. Assess maintenance requests, troubleshoot and problem-solve the issue, create work orders in the maintenance software system, and dispatch appropriate technicians. 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. As the first point of contact, review, process, and route customer requested estimates and Facility Modification Requests (FMR). Maintain weekly billing process and invoicing to district customers for requested work orders and FMRs. Manage and analyze daily locates per Tier I Utility Notification Center of Colorado (UNCC) protocol. Create work orders for technicians to locate or clear areas as needed. Dispatch immediately when emergency locate occurs.	D	35%
2. Manage, coordinate, analyze, and report on quality control and adherence to safety protocols for specialty contracts and vendors, such as elevators, pest control, emergency service vendors, and waste management.	D	15%
3. Map and report each individual technician’s p-card transactions and review for accuracy of budget codes in district financial system. Prepare department p-card packets monthly. Manage and maintain budget for maintenance requisitions and purchase orders (PO).	D/M	15%
4. Manage district-wide 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, investigate, invoice, and report utility data. Manage cell phones and cellular devices district-wide, as well as provide monthly billing and technical support.	D	10%
5. Create, manage, and track districtwide contracts, including but not limited to fire inspections elevators, fire-drop testing, boiler/chiller inspections, and kitchen hoods.	W	10%
6. Responsible for approval, verification, and validation of reported time using district time and labor system. Provide support with hiring protocols for the Maintenance Department, including preparing and processing documentation, as well as, attending interviews and onboarding for all new employees. Maintain confidential department personnel files and generate personnel related paperwork as needed.	D/M	9%
7. 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, Chromebook support, google apps, maintenance software, and other computer applications as applicable. Upgrade individual computers for all maintenance personnel per Information Technology (IT) protocol as needed.	D	5%
8. 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) 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 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.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.

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:	Maintenance Services Manager	040701

	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.

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 and fingers to handle and/or feel				X
Reach with hands and arms				X
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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			
50 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			

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	