



Asset Management Technician I/II

DEFINITION:

Under the general direction of the Operational & Information Technology (O&IT) Manager, performs technical and administrative work in the development, implementation and maintenance of the District's Computerized Maintenance Management System (CMMS) and Geographic Information System (GIS) for the management of assets and work operations.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the O&IT Manager. Exercises no direct supervision over staff. Exercises independent and direct supervision to contractors and consultants. Exercises technical and functional direction and provide training, as necessary to District staff.

CLASS CHARACTERISTICS:

This is a fully qualified journey-level classification responsible for performing the full range of assigned duties. Positions at this level work independently, and exercise judgment and initiative, receiving only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

Reasonable accommodation may be provided, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.

- Develops and maintains asset management databases and/or associated applications for the Utility and Recreation, Parks & Facilities departments. Meets with departments to identify processes for capturing data, producing reports and tracking results.
- Provides technical assistance and training in the operation, configuration, diagnostics, and troubleshooting of the asset management programs; develops and maintains training materials and standard operating procedures for the asset program.
- Coordinates with internal departments to gather asset information to populate a comprehensive database as the foundation for the Computerized Maintenance Management System (CMMS).
- Reviews Work Orders and Service Requests to ensure quality of workflow and provides necessary comments, training and/or corrections to situations as needed.
- Reviews maintenance records; inputs data into the CMMS to provide up-to-date maintenance and repair histories; maintains CMMS database, ensuring entered information is complete and accurate.
- Works with internal departments to incorporate preventative and recurring maintenance activities into the CMMS.
- Reviews equipment records and asset records, and similar information for accuracy and completeness.

- Assists in maintenance of the GIS and with Department projects i.e. computer applications, archiving, filing, report generating, meter transponder input, and document prep for scanning, and other projects as assigned.
- Communicates and assists with program vendors technical support staff to ensure upgrades, modifications, and technical issues are addressed appropriately.
- Creates routine and special maintenance reports for tracking operational duties combined with labor and cost tracking, through use of asset management programs.
- Assists with department calendars which include events such as on-call schedules and other operational activities.
- Prepares maintenance time and materials billings from work orders; reviews for accuracy and submits to accounting.
- Coordinates information from separate databases for billing and operational data collection in the CMMS and accounting system including customer integration for processing service requests. Relates GIS with CCTV Sewer inspection software for exporting sewer video data with CMMS for work order and inspection history. Relates vehicle fueling data between systems.
- Assists and supports all aspects of the District's Operational and Information Technology system which include but are not limited to personal computer systems, imaging systems, cyber and facility security systems, software, telephone and internet systems.
- Performs other related duties as assigned.

Asset Management Technician II additional essential functions:

- Coordinates on-site installation, integration, testing, and services performed by outside consultants and contractors.
- Creates and maintains department calendars which include events such as on-call schedules and other operational activities.
- Supports the GIS program by incorporating new data into existing map layers, making data corrections, performing quality control and developing and maintaining associated base map control.
- Prepares updates to facility maps and associated asset data using the District's GIS software as necessary to include as-built information.
- Assists with evaluating, troubleshooting, and diagnosing computer hardware, software and network connectivity problems; resolves complex problems related to local, virtual, and wide area networks, switches, computers, printers, servers, software, peripherals, and other related equipment.
- Maintains and updates District utility mapping and map filing systems; oversees mapping projects and approves work of contracted resources.
- Develop training documentation and conduct regular, scheduled training courses for District staff.

MINIMUM QUALIFICATIONS:

Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:

EDUCATION AND EXPERIENCE:

Equivalent to a bachelor's degree from an accredited four-year college or university with a major in computer science or information systems and two (2) years of professional experience in support of IT and OT systems, working knowledge of Microsoft operating systems and productivity tools such as Microsoft Office.

KNOWLEDGE OF:

- Principles of asset processes and data flow.
- Standard operating procedures for work order development and processing.
- CMMS software and hardware systems including implementation and maintenance.
- Basic geographic information system (GIS) concepts, principles, and analytical techniques, including computerized mapping and attribute-data conversion, manipulation and analysis.
- Principles and practices of relational database design and development.
- Demonstrated understanding of CMMS and GIS system information and data security.
- SQL query fundamentals and report building.
- Key Performance Indicator (KPI) and dashboarding principles.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Basic accounting principles and practices.
- District and mandated safety rules, regulations, and protocols.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, relevant to work performed.

ABILITY TO:

- Coordinate the collection of capital asset information; develop and employ methods that ensure accurate data collection.
- Assist users in understanding the development, implementation, and maintenance of the CMMS for managing District assets.
- Utilize the CMMS to capture asset data to help streamline capital planning, track condition data, preventative maintenance schedules, and maintenance costs.
- Train various user groups in the proper use of the CMMS.
- Develop recommendations for key problem areas and implement and/or monitor changes.
- Prepare clear and concise reports, tables, schedules, summaries, and other materials in statistical and narrative form.
- Understand the operations of the District and collect, interpret and integrate relevant data from multiple sources.

- Write and process service work orders for customers and preventive/predictive maintenance.
- Perform administrative tasks in support of department operations.
- Organize and prioritize your work tasks, including the ability to handle unexpected emergencies and interruptions throughout the workday.
- Maintain and update CMMS database information.
- Perform mathematical computations accurately and quickly.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

LICENSES AND CERTIFICATIONS:

- Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.

TOOLS AND EQUIPMENT USED:

Personal computer, Microsoft Windows based software, Microsoft Office 365, GIS mapping software, CMMS, Crystal Reporting and various enterprise software programs: fax, copy machine, calculator; motor vehicle; phone; cell phone; mobile radio, tablet, etc.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodation may be provided, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in an office setting. Some outdoor work is required for on-site troubleshooting at District facilities; must be physically able to enter vaults and pump stations, climb ladders, and work over, under, and around equipment in adverse field conditions. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. The employee must possess the ability required to sit; climb or balance; stoop, bend, kneel, crouch, or crawl; talk or hear, and smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee will occasionally be required to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL CONDITIONS:

Employees work mainly in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives over the course of performing the work.

While performing the duties of this job, employees occasionally work in outside weather conditions exposed to hot, cold, wet and/or humid conditions and can be exposed to dust, pollen, and fumes. Employees occasionally work around moving mechanical parts and in high, precarious places and are occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration.