



Office of Human Resources
Maintenance Control Technician - CA2555
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General Statement of Duties

Receives and processes maintenance work requests and complaints from airlines, tenants and airport personnel at the Maintenance Control Center for the Aviation Maintenance and Engineering Division.

Distinguishing Characteristics

The Maintenance Control Technicians receive, interpret, analyze, dispatch and document inbound requests for airport maintenance, including follow-up and customer feedback. The Maintenance Technicians perform semi-skilled, trades work in a variety of trades areas for the purpose of construction, maintenance, repair and/or installation of equipment and/or facilities.

Level of Supervision Exercised

By position performs lead work.

Essential Duties

Produces computer generated work orders and directs work orders to proper maintenance department comprised of fleet, facilities, field, high-tech, electrical, and contract maintenance.

Accesses and operates multiple computer systems such as HVAC, fire alarm, fuel force, runway lighting, lift stations, radio antenna towers and security.

Troubleshoots systems by telephone or computer and resolves operational problems such as communication interruptions by terminating cellular site transmissions. Assists maintenance sections by coordinating with the airlines and tenants and their operations to remediate any maintenance, corrective or operational issues.

Monitors and interprets weather conditions and provides management with the information to ensure proper maintenance response in all conditions.

Monitors the location of vehicles and employees assigned to maintenance, through radio contact to control the whereabouts of employees and vehicles.

Monitors and controls the fueling of vehicles and equipment at the airport.

Coordinates emergency responses, such as aircraft emergencies, electrical and HVAC outages, water leaks, train failures and snow removal.

Audits work orders to ensure the work has been completed and monitors complaints received to ensure resolution.

Establishes and maintains automated and manual files and records. Generates reports and correspondence.

Coordinates the maintenance and servicing of maintenance administration pool vehicles.

Performs out-of-office functions, including working with and assisting skilled trade workers as assigned.

Participates in snow removal duties as assigned.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Skill in using a variety of computer systems related to maintenance and security.

Skill in reviewing work functions to ensure effective and efficient completion of the work assignment.

Skill in monitoring and tracking weather conditions.

Skill in coordinating appropriate resources in emergency response situations.

Skill in organizing and maintaining departmental records and reports.

Skill in understanding and applying oral, written, illustrated, or demonstrated instructions.

Skill in using a variety of snow removal equipment.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of experience in performing a variety of duties requiring construction, mechanical and general facility maintenance skills, and writing skills.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Handles emergency or crisis situations
Pressure due to multiple calls and inquiries
Subject to many interruptions
Subject to varying and unpredictable situations
Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

2-Light (10-20 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: Making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering objects weighing no more than 20 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-615

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: