Job Title: CMMS-GIS Technician
Department: Maintenance
FLSA Status: NON EXEMPT
Revised as of: 09/2023

DEFINITION

Performs a variety of technical duties in the development, implementation and maintenance of the Agency's Computerized Maintenance Management System (CMMS) and Geographic Information System (GIS) for the management of assets and work operations.

DISTINGUISHING CHARACTERISTICS

Employees within this journey-level class perform the full range of duties as assigned including maintaining, implementing and utilizing CMMS and GIS. Employees at this level receive minimal instruction or assistance, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Reports directly to, and receives general supervision from the Information Technology Supervisor.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

- Performs technical duties involving the maintenance and implementation of the Agency's CMMS; coordinates updates and revisions to the CMMS.
- Coordinates with vendors, consultants, and internal departments to gather asset information and develops a comprehensive database as the foundation for the CMMS.
- Ensures the proper creation of new asset entries and modifies asset characteristics.
- Participates in the development of procedures to collect and maintain data records, including assignment of asset codes, asset data catalogs, and population of life cycle costs, timing and criticalities.
- Reviews Work Orders and Service Requests to ensure quality of work flow and provides necessary reviews, comments, training and/or corrections to situations as needed; creates and maintains employee accounts in CMMS.
- Works with internal departments to incorporate preventative and recurring maintenance activities into the CMMS.
- Guides the development of tailored and standardized reporting structures within the CMMS program as needed to provide quantifiable performance metrics and other related statistics.
- Provides daily internal customer service and long-term guidance to CMMS users in the operation and capabilities of the program.

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- Participates in the development of maintenance management and control policies and procedures.
- Assists in the development of protocols for the standardization of data entry.
- 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 ESRI software as necessary to include as-built information.
- Assists staff in various departments by running data queries, performing data analysis, updating data and maps, and providing general mapping expertise.
- Assists with the development of CMMS and GIS procedures and distributes CMMS and GIS data to end users.
- Ensures the integrity of data structures and hard files.
- Generates reports, analyzes equipment records and asset records, and similar information for accuracy and completeness.
- Develops quality control procedures to ensure consistency.
- Represents the Agency with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Builds and maintains positive working relationships with co-workers, other Agency employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:
- Principles of asset processes and data flow.
- 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.
- KPI and dashboarding principles.
- Reliability Centered Maintenance and/or Predictive Maintenance concepts.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Operation of office equipment including personal computers, fax machines, copiers, printers, telephones, voicemail and e-mail systems, etc.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of customer service.

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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 T-TSA 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 T-TSA and collect, interpret and integrate relevant data from multiple sources.
- Understand and carry out oral and written instructions, and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishment of Agency goals, objectives and activities.

Experience and Education:
Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:
Two years of responsible experience in the maintenance and implementation of an asset management system. Administrator-level within the asset management system is highly desirable. Crystal Reports experience is highly desirable.

Education:
Equivalent to an Associate's degree from an accredited college or university with major course work in computer science, information technology, GIS, or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:
Possession of a valid California or Nevada Class C Driver License is desired.

PHYSICAL REQUIREMENTS
Work effectively for long periods of time at a desk, table, counter; intermittently move, traverse and position self while performing work activities; ascend and descend stairs, ladders or step stools to inspect or reach equipment or other items and to access areas out of normal reach; manipulate, operate, activate and adjust equipment and tools; position self to adjust office and field equipment or to access low or high items; discern hazard warning signs, and discern and respond to announcements and alarms, move or transport weight of 25 pounds or less.

WORKING/ENVIRONMENTAL CONDITIONS
Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. In addition, this position is exposed to all weather conditions while conducting field work.