

***Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.***

**DUTIES** Serves as the Computerized Maintenance Management System Technician in the Maintenance Engineering Division of the Engineering and Maintenance Department of Washington Dulles International Airport (IAD), Metropolitan Washington Airports Authority (Airports Authority). Works with users of the Department's Computerized Maintenance Management System (CMMS) to ensure work orders are correctly entered and all work information (effort, materials, etc.) is captured. Assists the CMMS Administrator (Administrator) and the Manager, Work Control Center (Manager) in analyzing CMMS data and work order control processes including the performance of the CMMS as a tool for Maintenance Service Representatives (MSRs) and IAD Shops. Recommends the development of policies and procedures that maintain and refine CMMS data and develops and documents new or refined procedures and data standards. Performs related functions.

--Assists users (MSRs and shop personnel) with CMMS data entry and retrieval. Provides basic and shop CMMS training to MSRs, shop supervisors, leaders, planners, and trades employees. Explains the day-to-day functionality of the CMMS including problem solving, establishing user accounts, adding roles and rights, adding building, location codes, and activity codes, updating employee lists, and running reports, as appropriate.

--Assists Administrator in the establishment and maintenance of security levels for individuals and groups of CMMS users. Assists users with expired passwords, account lockouts, work order status changes, internal server errors, etc. Determines if any user problem needs to be referred to the Administrator for action/investigation.

--Ensures the interface of the CMMS to the materials management system is operational; takes corrective action, when needed, to maintain/restart the interface. Contacts technical support (Office of Technology or contractor) when needed for more complex problems(s); may assist in the resolution of such problems.

Reviews material transactions in CMMS to ensure data is accurate; contacts shops or contract services for any needed corrective action(s).

--Reviews and verifies the operations and maintenance (O&M) information for new or existing facilities and equipment entered into CMMS for clarity and accuracy. Makes site visits when needed to verify accuracy using equipment lists and location diagrams; documents results of visits, and updates records in CMMS as needed. Compares contents of O&M manuals received from contractors to information in CMMS and ensures that any new/necessary information is entered into CMMS.

--Monitors the bi-weekly CMMS timecards for accuracy. Reviews reports for each individual shop using Crystal Enterprise to ensure all labor entries in CMMS are correct and ready for integration into Ceridian and the bi-weekly payroll process. Refers items for correction to the Shops; may report error(s) to Manager, Work Control Center for correction rather than the shop.

--Assists in developing database conventions (e.g., new and consolidated codes) and developing standard reports. Makes recommendations on improvements to CMMS work processes and when approved, documents changes in the Work Order Desk procedures manual. Provides input in the establishment of data entry standards used in the CMMS. Establishes and maintains procedures, security assignments and other codes required for the maintenance of the CMMS. Assists with testing/implementation of upgrades and patches to the CMMS system.

--Responds to red alert phone calls from Airport Operations, which include, but are not limited to, severe weather alerts, security breaches, automobile accidents, etc. Documents calls in the CMMS and makes appropriate notifications. Remains on shift until emergency conditions conclude, as required.

--May provide Help Desk support to the entire IAD community, including air carriers and tenants; answers calls for a wide variety of inquiries; uses independent judgment to assist callers or refer them to someone else. May conduct database searches to assist in responding to customer information requests.

--May serve as a point of contact (POC) for the Work Order Desk; personally coordinating, expediting, and monitoring work for maintenance requests at IAD as well as performing non-standard Work Order Desk items such as specialized maintenance management support work.

--Works with the "snow desk" during snow removal activities: maintains time and attendance and material/labor cost records, takes trouble calls, and coordinates actions with appropriate supervisors. Creates work orders for each area of work for each snow event and communicates the entries with the shops. Produces reports documenting changes in personnel assignments and accumulated hours for each employee.

--May provide administrative support to the Manager, the Administrator, the Facility Maintenance Analyst, or the Supervisor, Maintenance Service Representatives, as necessary. Creates and maintains documentation utilizing Microsoft Word, Excel, Outlook, and PowerPoint. Scans and saves various documents such as utility outage reports and key requests.

--Serves as backup for CMMS Administrator, as required.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as managers, supervisors, professionals, support staff as well as MSRs and Work Control Center Customers), vendors, suppliers, concessionaires, airline representatives/tenants, and occasionally, airport users. Makes personal contact with Work Control Center customers to address any needs/concerns there may be and follow-up on any requests that may be outstanding.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email); plan; schedule, word process; prepare presentations and graphics; manipulate data (spreadsheets and databases); and research (Internet use for keeping up with technology); (b) enterprise system/software for requisitioning, time and attendance reporting, and other functions, and (c) special systems/software such as CMMS.

--Drives to various site locations, airside and landside, for airport familiarization purposes and to conduct visual inspections.

-- \*Performs other duties as assigned.\*

***Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.***

### **MINIMUM QUALIFICATIONS (MQs)**

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
2. Six years of progressively responsible experience (post high school) that includes substantive work in most of the DUTIES in this job description, to include experience (a) using databases and computers (entering data, quality assuring data, creating and running reports, etc.); (b) performing budget/accounting/administrative support such as ensuring items have proper codes and correct information on them; and (c) serving as point of contact for operation of a processor service.

A fully equivalent combination of education and training beyond what is needed to satisfy MQ 1 may be substituted for four of these six years of experience provided the education and training provide evidence of the knowledge, skills, and abilities required by MQ 2. One example is a bachelor's degree in any field that demonstrates ability to successfully perform the DUTIES in this job description, such as those listed in items (a) through (c) above; this education and training may be substituted for up to four years of the required six years of experience.

### **PREFERRED QUALIFICATIONS**

The qualifications listed below (if any) are preferred and may be considered in the selection process, but are not required to be rated qualified for this job.

1. Experience with a database reporting tool such as Crystal Reports.
2. Experience with facility management system/software such as CMMS.

### **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)**

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired*

*on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of the Engineering and Maintenance Department's organization, functions, programs, policies, procedures, codes and terminology for maintaining airport structures, grounds and equipment and operating/maintaining its utilities to clarify work requests/work to be done, prepare/edit work orders, and perform similar, specialized maintenance management support functions.
2. Knowledge of core maintenance management, maintenance trades, and IAD maintenance procedures to support shop users in their use of CMMS and identify and comply with the demarcation between IAD and tenant responsibilities for maintenance.
3. Knowledge of, and skill in using, CMMS, Crystal Reports, and other database and reporting software as well as basic Airports Authority information technology (IT) standards to create, update, maintain, generate, and modify reports.
4. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email); plan; schedule; word process; prepare presentations and graphics; manipulate data (spreadsheets and databases); develop reports; and perform research (Internet use, as in searching for performance information and keeping up with technology); (b) enterprise systems/software for requisitioning, time and attendance reporting, payroll, and other functions; and (c) CMMS used in the Division and throughout IAD.
5. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems, identify relevant information, and make balanced recommendations and decisions. Examples include assisting callers with their inquiries or requests, assessing and coordinating corrective actions with shops or contract services, and troubleshooting problems for CMMS users to determine if problems should be escalated to the Administrator for investigation and resolution.
6. Knowledge of IAD's radio communication procedures, airport layout and location codes to expedite messages regarding maintenance activities to appropriate maintenance shops.
7. Skill in oral communication to understand verbal information (including instructions, descriptions and ideas) and to express such information verbally so that others will understand. Examples include exchange of factual information with MSRs, callers (concessionaires, airline representatives/tenants, shop personnel) regarding the CMMS system and/or specific work orders as well as training new users on the CMMS.
8. Skill in written communication to understand written information (including instructions, descriptions, and ideas) and to express such information in writing so that others will understand. Examples include writing up work orders, drafting/writing reports, and reading CMMS and Crystal manuals.

9. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner.
10. Ability to work as a team member toward common unit goals and to contribute fully to team efforts.

**RESPONSIBILITY** Is responsible for assisting MSRs and other users with CMMS (assignment of security levels, passwords, etc.), working with the Administrator in the development and documentation of new and revised standards for CMMS, and ensuring that CMMS is operational and available to all users. Work supports the ability of the Maintenance Engineering Division to systematically and adequately document/follow up on work done in the Engineering and Maintenance Department which directly impacts facility operations Airport-wide.

Reports to the Manager, Work Control Center (Supervisor), however, may receive assignments directly from the CMMS Administrator. Supervisor or designee assigns ongoing responsibilities, priorities, desired outcomes, timeliness, special instructions and other guidance. Incumbent works independently and solves routine problems on own in accordance with established guidelines, regulations, policies, procedures and standards. Creates or helps create guidelines for establishing new items, such as custom reports that require procedural or substantive knowledge to create. Uses practical judgment to resolve a variety of nonrecurring problems, keeping the Supervisor informed of progress. Supervisor or CMMS Administrator typically spot checks work upon completion for adherence to guidelines, quantity, quality, timeliness, customer service, and other factors, including performance evaluation goals and measures.

Guidelines include, but are not limited to, CMMS policies and procedures, IAD maintenance service procedures, software manuals, basic Airports Authority IT standards and core maintenance management principles. The incumbent selects and applies the appropriate guideline(s) and uses judgment in recommending new procedures and recommending or developing modified or entirely new reports.

**EFFORT** Typically sits for extended periods while performing desk work. Constantly uses a computer. Regularly exchanges information by telephone or 2-way radio. Typically exerts light physical effort in opening/closing file drawers, retrieving files and otherwise moving about to obtain or distribute work materials. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

**WORKING CONDITIONS** Works predominantly in an adequately lighted, ventilated, and temperature controlled office setting. While visiting a Shop may be exposed to: hazardous fumes and substances, dirt, dust, and loud noises from revving heavy equipment engines and aircraft; wears personal protective gear as may be appropriate to the task at hand. Works within a context of frequent telephone calls and visitors concerning routine, priority and emergency work requests. May be subject to some job pressure from requests for service or emergency situations. Works independently on rotating shifts (nights, weekends and holidays), often alone.

**OTHER SIGNIFICANT JOB ASPECTS** Is subject to holdover or recall on a 24-hour basis for essential services and emergencies, such as maintenance service related emergencies or snow removal duties.