

Position Title: *Job Description - Facilities Maintenance Contract Technician*
Grade level: *S18*

Duty Location: *Washington Dulles International Airport*

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 a Facilities Maintenance Contract Technician overseeing quality assurance for maintenance/service contracts at Washington Dulles International Airport (IAD). This is a developmental job that is intended to lead to the full performance level of work; the work typically includes learning while performing a range of duties and may involve acquiring or improving knowledge and skills. As experience is gained, and increased knowledge and skills are demonstrated, the incumbent is assigned more complex and varied assignments.

--Monitors contractor's performance for compliance with contract terms and conditions. Performs scheduled and unscheduled inspections and documents findings into electronic data base. Generates reports for analysis of contractor performance and compliance. Provides feedback to Contracting Officer's Technical Representatives (COTRs) regarding contractor performance. Supports COTR for assigned contracts for maintenance/service of airport facilities and/or grounds at IAD, altogether involving a full array of trades, crafts and maintenance services. Provides input relating to the development of contract budgets, tasks and frequencies, standards, for contracts.

--Quality assures contracts. Reviews, understands, interprets, and applies pertinent provisions of various Airports Authority goods and services contracts. Inspects and/or acts through others to ensure contractor's work meets terms and conditions of contract, including "workmanlike manner", generally accepted trade practices (number of personnel, materials, procedures, frequency, timeliness, safety, housekeeping, etc.), quality/quantity of materials and/or parts, and safety and security requirements, such as Occupational Safety and Health Act (OSHA) basics (even as safety and security compliance are contractor responsibilities).

--Identifies and documents contractor deficiencies (photograph and/or written), may issue a work order for corrective action, follows up and re-inspects closed work orders. Establishes and maintains a professional working relationship with contractor's representatives.

--Along with other team members, develops, maintains and uses a Computerized Maintenance Management System (CMMS) database and database software to record work and analyze staff, contractors and conditions. Interacts with airlines and other end-point customers to identify quality of service and degree to which desired service needs are being met. Investigates, documents and/or resolves complaints/problems, including damage to equipment or facilities, and follows-up or facilitates follow-up by appropriate office(s), such as contracting, risk management and public safety. Recommends or takes informal or formal action, as required, and talks with contractor's representative (on or off site), escalates issues to contractor management, if necessary. Performs related functions.

--Assists COTRs on contracts with a full range of higher order elements. Performs field work, collects data, takes and records measurements, marks-up contract drawings for revision. Assists in developing contract standards.

--Develops and manages simple contracts to build knowledge and skills. Researches scope and technical requirements to include the size and resources necessary for the required services and affected codes and other legal or regulatory requirements. Drafts the statement of work (SOW), technical specifications, justification, evaluation criteria and other information. May need to ensure that environmental requirements, life safety requirements or accessibility requirements of the Americans with Disabilities Act (ADA) are covered. Coordinates review of draft package within Engineering and Maintenance Department and others, as necessary. Assembles proposed final package, including engineering blueprints or drawings (electronically and hard-copy), on behalf of Department and forwards approved package to contracting office for solicitation.

--Certifies invoices for payment or withholds payment, e.g., when work is substandard or not performed, resolves technical problems, develops and justifies contract modifications, manages contract funds and supports contract closeout by Contracting Officer. Contracts may include, but are not limited to, landscaping design, repair of carpet, tile, glass and fixtures, air freshener services, exhaust hood cleaning, pavement cleaning, fire extinguisher maintenance and pest control.

--May serve as evaluation committee member for negotiated contracts. Prepares and justifies contract modifications, as required, during life of contract. Supports contract closeout by Contracting Officer/Purchasing Agent. Continually reviews assigned contracts (scope, performance, cost, etc.) for service improvement (sufficiency, quality, quantity, etc.), cost avoidance and/or savings. May recommend alternate approaches (such as in-house execution) or contract modifications. Performs related functions.

-As assigned, assists and/or substitutes for COTRs in the development, administration and quality assurance of contracts administered within the team. Drives a pick-up truck, van or car to get to, from and around work sites, airside (including the aircraft operating areas) and landside, and perform related functions. Uses tools and equipment, such as tape measures, ladders and lifts.

--Uses a computer for various office applications (email, word processing, spreadsheets, graphics, form making, flow charting, etc.), ERP (enterprise procurement-logistics system) applications, inventory management, and the current CMMS to record contractor progress and document quality of finished work. Maintains automated databases and spreadsheets to record items issued and stored, records backlogged items, maintains vendor information, and generates various reports.

--Drives a motor vehicle to various locations, airside and landside, to perform assigned functions.

--*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

To be rated qualified for this job, an applicant must meet both 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. Three years of post high school experience in:
 - a. facility maintenance or service contracting, carrying out quality assurance inspections and monitoring contractor's performance for compliance with contract terms and conditions on a full array of trades, crafts and maintenance services, performing inspections, documenting findings and providing feedback to the COTR and contractor; **or**
 - b. one or more of the following trade fields:
 - HVAC,
 - electrical mechanical systems (e.g., elevators, escalators, moving walkways, baggage handling systems),
 - fire alarm and suppression systems,
 - other electro-mechanical or structural maintenance trades, and
 - a combination of other trades such as paving, landscape maintenance, custodial services, and snow removal services.

PREFERRED QUALIFICATIONS

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

1. An Associate's Degree or advanced professional certificates in Facility Maintenance Management or Contract Management.
2. Four years of experience overseeing facilities maintenance or service contracting.

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. *Any local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job; ability to rapidly acquire them is required at application/placement.*

1. Knowledge of contracting, procurement, accounting and business processes sufficient to: determine specifications and contractor performance requirements, detect substandard work, and evaluate contractor performance for compliance and contract violations and carry out an effective quality assurance regimen.
2. General knowledge of:
 - baseline environmental, fire, life safety, ADA and OSHA standards and the skill in their application,
 - generally accepted resources, materials, business practices and workmanship of a diverse, but selected group of trades and services, and
 - the specifications (terms and conditions) of assigned contracts,

altogether to develop, administer and quality assure maintenance/service contracts across an array of pre-award, award, and post-award basic COTR functions. This includes skills in coordinating, administering and inspecting work of an array of trades and crafts to detect substandard work, contract violations and the like in a businesslike, service-oriented manner.

3. Interpersonal skills to interact effectively with personal contacts in a businesslike, customer-service oriented manner.
4. Knowledge of the layout, rules and regulations of IAD to properly develop technical specifications of contracts, relate drawings and blueprints to airport locations, explain airport requirements to contractors, conduct on-site inspections and perform similar functions.
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 problems and identify relevant information. Examples include skill in developing specifications/requirements, skill in assessing and documenting various aspects of work actually performed (such as quality and timeliness of work), skill in performing mathematical calculations to ensure contract compliance (such as calculating square feet of work performed), and skill in using special purpose tools to quality assure work.
6. Skill in oral communication to understand verbal information (including instructions, descriptions and ideas), and to express such information verbally so that others will understand in developing, administering and quality assuring contracts. This includes the ability to encourage oral communication by others such as contractors and COTRs.
7. 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. This includes skill in reviewing and preparing contract justifications, specifications, cover letters, reports and other written materials.
8. Skill in using a computer and office software for preparing and maintaining contract records, spreadsheets, databases, and chart makers, scheduling, communicating (email), and in using specialized software in procurement-logistics tasks and other work, such as to maintain accurate automated and manual records and files utilizing enterprise resource planning (ERP)

software, the CMMS to track work, and database software to perform historical and data analysis.

9. Ability to work independently with minimum supervision when required to perform duties on shifts occurring after normal business hours.

RESPONSIBILITY The Facilities Maintenance Contract Technician (Technician) is responsible for quality assuring maintenance/service contracts across a diverse, group of assignments while acquiring and building additional skills and knowledge. Assists COTRs with contracts having a full range of higher order elements. In addition, is responsible for the development and administration for contracts that are small in nature and limited by duration, price and technical elements. At all phases of the contract cycle, identifies opportunities for cost savings or cost avoidance through pricing structure, work management techniques, or contract consolidation with counterparts at Washington National Airport (DCA). The work impacts the quality, quantity, sufficiency, cost, customer service response and other aspects of maintenance/service done on contract at IAD.

The supervisor (Manager, Contract Services Section) provides diversified assignments with general instructions concerning end product, budget, time lines, performance requirement minimums, key issues and other factors. The Technician carries out work independently within the parameters of work assignment, and when aspects of work are new, unusual or complex, the supervisor provides additional instructions and guidance. The Technician keeps the supervisor informed of progress and problems. The supervisor reviews work periodically for quality, quantity, timeliness, compliance with requirements, teamwork and other factors and approves/disapproves/modifies recommendations that may be dichotomous or disputable. Supervisor also provides work controls by limiting contract duration/price or controlling technical/administrative elements.

Guidelines include current/previous contracts, technical references, blueprints and schematics, computer software, baseline environmental, fire, life safety, ADA and OSHA standards, airport security regulations and Airports Authority's contracting and administrative procedures. Incumbent uses judgment to select, apply and, on occasion, recommend adaptation or adjustment of guidelines, but typically consults the supervisor or another higher-grade employee when they are not directly applicable, policies are unclear or there appears to be a need to modify procedures.

EFFORT Moderate physical effort is required. May sit for long periods at a desk or work station, but regularly travels to work sites airside and landside to coordinate and inspect work. May be required to walk up to several miles per day. Typically stands or stays in one position for long periods while observing work in progress. Uses stairs and ladders and may have to work in cramped area/position to access and inspect roofs and out-of-the-way places. May have to lift or move objects weighing up to 50 pounds, such as ladders. Uses common, multi or special purpose tools, squares, GPS survey equipment, measuring tapes, refractometers and voltmeters, when inspecting work. Reviews documents, including specifications, blueprints and technical/trade publications that may contain small print. Communicates by telephone, cellular phone, two-way radio and E-mail. Responds to beepers and alarms of backing

vehicles. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works in office, public building, industrial, and outside settings within an airport environment. Is sometimes subject to inclement weather and aircraft noise for long periods. Regularly works atop buildings, scaffolds, lifts and ladders, sometimes at high elevations. Occasionally inspects near moving vehicles or energized equipment. Takes care, exercises established safety precautions and wears hard hat, safety shoes, ear protectors, safety glasses and other personal protective gear, as appropriate.

OTHER SIGNIFICANT JOB ASPECTS Is subject to hold over or recall on a 24-hour basis for essential services and emergencies. May be required to work overtime or reschedule work days or hours to suit job assignments, including but not limited to work to be done when there is minimal air traffic, special security considerations or special weather conditions. Will be required to work rotating and some weekend shifts to ensure adequate coverage and oversight of contractors.