

FACILITY MAINTENANCE TECHNICIAN – BUILDING TRADES

DESCRIPTION OF WORK:

The Facility Maintenance Technician (Building Systems) concept provides career tracks included but not limited to Cabinetmaking, Carpentry, Locksmithing, Masonry, Painting, Plastering, and Roofing that perform a variety of tasks ranging from routine and unskilled to highly skilled.

Positions apply methods and general procedures of applicable trades/maintenance techniques and develop skills in procedures, techniques, tools, materials and/or equipment appropriate to trade. Some positions primarily perform trades work in a specialty area while others will perform tasks requiring specialized skills in multiple trades. Tasks may include maintenance, repair, placement, fabrication, installation, alteration, construction and design of facility components requiring the application of skills in planning, problem-solving, attention to detail, teamwork, communication and adherence to safety. Positions may serve as lead technician and/or crew leader, directing the work of others. Positions may be required to possess and maintain required certification, licensure, educational level, and/or experience criteria as applicable to the tasks being performed and follow applicable building codes.

EXAMPLES OF COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors) or Description of tasks that show an application of the competencies.

CONTRIBUTING:

- **Knowledge--Technical:** Performs a limited variety of recurring and related tasks/functions using easily understood steps/processes/functions/applications to perform corrective and preventive maintenance or construction of facilities. Provides technical assistance to others by troubleshooting simple facilities maintenance issues and determining their cause. More complex issues are typically referred to a higher level technician. Skilled at operating basic tools and equipment of assigned trade(s).
- **Problem Solving:** Identifies facilities-related maintenance problems and implements standard courses of action to resolve problems within established project timeframes and administrative and technical requirements. May involve supervisor when dealing with non-routine issues to determine most appropriate course of action. Solves problems of limited complexity or refers to appropriate skilled technicians.
- **Attention to Detail:** Follows instructions through standard work-orders for assigned tasks. Performs routine or repetitious tasks completely and accurately. Checks work for mistakes before completion of tasks. Compares finished work to what is expected. Seeks approval of supervisor based upon complexity of task completed.
- **Coordination-Work:** Understands objectives and priorities related to activities and tasks in order to follow plans and scheduled projects. Recognizes and obtains required equipment, materials, and tools that are needed to do the job. Accomplishes tasks within established timeframes. Understands obstacles/roadblocks, by following prescribed processes to ensure timely task accomplishment
- **Communication:** States message in a clear and effective manner; listens to others. Ensures that information gets to the right person within the agreed upon time frames. Uses appropriate language that is easy for others to understand.
- **Safety and health Compliance:** Performs tasks and duties safely to avoid danger to self and others. Identifies and informs supervisor of potential safety problems. Warns others of potential hazards. Uses appropriate protective equipment following established protocols. Incorporates accident prevention and corrective measures in work related activities. Follows appropriate post-emergency procedures.
- **Client/Customer Service:** Promptly and attentively responds to customer requests within established parameters and time frames. Performs work in the least disruptive manner possible to customers. Demonstrates courteous actions and follows the organization's established protocol for customer service

JOURNEY

- **Knowledge--Technical:** Performs a variety of recurring and non-recurring tasks/functions. These tasks/functions may involve related or varying processes to test, renovate, overhaul, replace, and perform preventive maintenance on standard building systems. Provides technical assistance to others by troubleshooting standard facilities maintenance issues and determining their cause. Mentors other technicians.
- **Problem Solving:** Identifies facilities-related maintenance problems that require in-depth analysis, and identifies options for solving those problems. Solve unusual facility maintenance problems that require the application of journey level trades knowledge and determines the most effective and efficient course of action. Gathers and analyzes/interprets information to better understand the nature of the problem. May seek input from subordinates, peers, and/or managers in the decision-making process in order to solve the problem. Evaluates options and chooses appropriate action by considering potential outcomes. Makes sure that problem is appropriately addressed.
- **Attention to Detail:** Ensures all work meets and/or exceeds applicable codes and standards. Checks and re-checks work prior to, during, and after completion. Ensures that all parts of a project/task are completed. Uses appropriate record keeping methods.
- **Coordination-Work:** Determines project/assignment by breaking them down into tasks. Sets objectives and prioritizes activities and tasks, adjusts priorities when appropriate. Takes advantage of available resources (personnel, processes, departments, and tools) to complete work efficiently. Anticipates obstacles/roadblocks and prepares alternative plans to ensure timely task accomplishment. Uses time effectively and does not let distractions interfere with completion of the job/project.
- **Communication:** Clarifies the purpose and importance of directives, instructions, and messages; presents information in a clear and concise manner. Seeks input, listens, and checks for mutual understanding; asks for and provides clarification as needed. Explains purpose and procedures of facilities maintenance projects in language easily understood by the customer.
- **Safety and health Compliance:** Identifies and resolves potential safety problems and unsafe work practices. Demonstrates to employees and others, safe ways to perform job tasks or the use of equipment. Informs supervisor of unusual safety concerns and makes recommendations for resolution. Determines appropriate protective equipment based on established standards. Regularly assesses site and shop operations for safety
- **Client/Customer Service:** Identifies options, develops solutions, and takes action when responding to customer requests. Satisfies individual customer requests while balancing multiple priorities. Assesses or checks with customer to ensure solution meets request. Develops effective working relationships with internal/external customers (vendors, subcontractors, etc.) that further the work unit's goals. Reviews customer requests and seeks clarification as needed.

ADVANCED

- **Knowledge--Technical:** Routinely and consistently performs widely varying and broad, functionally diverse facility maintenance assignments requiring in-depth analysis and problem solving regarding the most complex, non-routine building systems, using advanced skills related to assigned trade area. Serves as a technical expert within the work unit. Guides, directs and coaches others regarding application and interpretation of
- **Coordination-Work:** Identifies critical and less critical activities and tasks, develops timelines and milestones. Sets objectives and clearly prioritizes activities and tasks, adjusts priorities when appropriate. Allocates appropriate resources and time for completing own and other's work; avoids scheduling conflicts.
- **Communication:** Persuades and negotiates to build rapport when establishing goals and

technical issues. Applies and interprets technical knowledge to resolve unique or highly complex situations. Analyzes and researches appropriate solutions. Has a thorough and extensive understanding of programs, concepts and practices in the most complex building systems trades area as well as a general understanding of one or more different trades areas

- **Problem Solving:** Anticipates and proactively pursues facilities-related maintenance issues and/or problems. Recognizes inherent problems with procedures and practices and makes suggestions for improvement. May include management, peers, and subordinates in the decision-making process to gain the support and acceptance of all parties.
- **Attention to Detail:** Checks and re-checks work of others considering accuracy with respect to standards and codes. Considers options and details that are not obvious. Troubleshoots total systems. Integrates highest quality control standards into work.

objectives for facilities maintenance projects. Assesses and weighs the impact of the message on the organization or customer, including regulatory implications. Advises and consults with others to ensure accuracy and appropriateness of codes, instructions, policies, procedures, rules, regulations, laws, etc., related to facilities maintenance.

- **Safety and Health Compliance:** Regularly assesses safety conditions; identifies, communicates, and implements accident prevention and corrective measures in work related activities. Enforces appropriate post-emergency procedures. Anticipates safety issues and takes proactive steps to maximize safe operations and measure the effectiveness of action.
- **Client/Customer Service:** Identifies and resolves trends and work issues that impact service delivery to groups or individual customers. Makes recommendations to improve service delivery based on customer feedback. Makes recommendations to streamline processes/procedures, remove barriers, and link resources for efficient and effective customer service. Develops creative, alternative solutions to respond to complex service needs.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from high school or equivalent. Experience in the trade(s) areas related to the position's role may be substituted on a year-for-year basis.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.