



Career Service Authority
Maintenance Control Technician

Page 1 of 5

GENERAL STATEMENT OF CLASS 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.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty - Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Conscientiousness - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Reading - Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

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

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Self-Management - Sets well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

Flexibility - Adapts quickly to changes.

Customer Service - Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Self-Esteem - Believes in own self-worth, maintains a positive view of self, and displays a professional image.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

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

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Memory - Recalls information that has been presented previously.

Reasoning - Discovers or selects rules, principles, or relationships between facts and other information.

Skill in operating computers to generate work related documents and reports.

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 communicating and presenting factual information related to the work assignment.

Skill in monitoring and tracking weather conditions.

Skill in coordinating and scheduling activities related to the work assignment.

Skill in coordinating appropriate resources in emergency response situations.

Skill in organizing and maintaining departmental records and reports.

Skill in writing, clearly expressing ideas and facts utilizing good grammatical form.

Skill in establishing and maintaining effective working relationships with other employees and the public.

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

Skill in using a variety of snow removal equipment.

Physical Demands:

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.

Working Environment:

Handles emergency or crisis situations

Pressure due to multiple calls and inquiries

Subject to many interruptions

Subject to varying and unpredictable situations

Education Requirement:

Graduation from high school or possession of a GED certificate including or supplemented by computer course work or training in word processing, spread sheets or data base applications.

Experience Requirement:

Two 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 requirement on a year-for-year basis.

Licensure and/or Certification:

Possession of a valid Colorado Class "R" Driver's License at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 06/01/2004 – Jerome Cooper
06/13/2010 – John Hoffman

REVISED BY: John Hoffman

CLASS HISTORY: 06/2004 – Revisions to job description based on classification maintenance review.
06/2010 – Equivalency statement was revised to allow educational substitution for experience requirement.