POSITION GUIDE

Position Title: Maintenance Technician
Code:
Department: Technology Services
Group: NISUP, zone 14
Reports to: Facilities Project Manager - Maintenance
Date: March 2024

PURPOSE OF POSITION:

Responsible for maintenance at ALL IU13 and Joint Authority owned or leased properties.

ESSENTIAL FUNCTIONS:

All job functions are to be executed through the lens of high-quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high-quality service may include, but are not limited to, the following:

- ***prompt responsiveness to inquiries***
- ***professional and courteous verbal and nonverbal communication***
- ***proactive problem solving***

1. Thoroughly performs routine maintenance and repairs including, but not limited to, replacing light tubes, florescent ballasts, electrical switches, minor electrical and plumbing repairs, replacing ceiling tiles, repairing tables and chairs, touch-up painting, etc., in accordance with all applicable codes and regulations.
2. Regularly inspects and performs minor troubleshooting of building structural, mechanical, and electrical sub-systems, as well as performs routine inspections and maintenance of the building HVAC system such as monitoring fuel oil levels, checking air and water temperatures and operating thermostats and controls, etc.
3. At the direction of the Lead Maintenance Technician and the Facilities Project Manager, assists in carrying out preventative maintenance. This includes but is not limited to, changing air filters renewal of floor finishes, painting, and wall repair in accordance with all applicable codes and regulations
4. Efficiently responds to work tickets in coordination with the Lead Maintenance Technician and Facilities Project Manager. Support and respond to tickets, as defined within the Help Desk Ticket System, in a timely manner. Provide on-call and after-hours support.
5. Assists with buildings and grounds security activities including, but not limited to, following procedures for securing of the building and reacting to security alarm problems as relayed by police or monitoring firms. Assists in monitoring access to buildings by visitors and any unusual or improper activities of improperly identified visitors and notifies proper persons if such unusual activities are detected.
6. Recommends repairs or procedures that are beyond the scope of responsibilities, skill, or experience, outlining the work needed and specifications required of an outside contractor to the Lead Maintenance Technician.
7. Ensures all parking lots, drives, entrance ways, walkways, steps and other surfaces are clear throughout the day.
8. Performs a variety of minor locksmith duties such as installing, repairing, and replacing locks on doors.
9. Cross-train Facilities Team members on critical job functions as identified by his/her supervisor.
10. Responsible for all other assignments and duties deemed necessary and appropriate by the Director of Technology/Facilities and/or his/her designee. Contribute to the effective team management of all problems, issues, and opportunities.
11. Maintains up to date technical skills including but not limited to: Business Plus, SharePoint, MFPs, various web applications and Microsoft Office Suite and Teams as required for position.
12. Makes recommendations for improvement in the effectiveness and efficiency of the maintenance operations of the LLIU13.

13. Continue to seek out and attend a minimum of one class and/or training opportunity annually that provides continuing education.
14. Adheres to the established work schedule through regular and consistent attendance.
15. Follow all federal, state, and local laws/ requirements pertaining to privacy practices, including but not limited to, FERPA and HIPAA. In addition, knows, observes and adheres to all LLIU13 policies and procedures

MARGINAL FUNCTIONS:

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

EDUCATION REQUIREMENTS:

High School Diploma or GED and a minimum of 2 years maintenance experience.

KNOWLEDGE & SKILL REQUIREMENTS:

Excellent organization, interpersonal communication and time management skills required. The ability to work independently in a fast-paced environment and handle highly confidential information with tact and diplomacy. Ability to utilize power tools to make minor repairs.

Ability to drive a company and/or personal vehicle to various locations. Valid driver's license and auto insurance.

SUPERVISION OF PERSONNEL:

N/A

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities:	Walk/stand: 80% Driving to other locations: 20%
Lifting:	Regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 75 pounds, and occasionally lift and/or move 75-100 pounds
Vision:	Normal
Mental Demands:	Interpret, analyze and problem solve
Environment:	Normal office and school environment

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