Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	CMMS Software Support Specialist I/II

GENERAL PURPOSE

Under immediate (CMMS Software Support Specialist I) to general (CMMS Software Support Specialist II) supervision, operates, implements and maintains the District's Maintenance Management System (MMS) via the computerized maintenance management system (CMMS) utilized primarily in the District's operations departments; provides a variety of computer operations and software support services to District managers and staff for the operation and use of PC hardware and software (Maximo); designs, codes, tests, and documents software applications; trains and assists end users in implementing new applications; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

CMMS Software Support Specialist I: This is the entry-level classification in the CMMS Software Support Specialist series. Initially under close supervision, incumbents learn the operational aspects of the CMMS program. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the CMMS Software Support Specialist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

CMMS Software Support Specialist II: This is the fully qualified journey-level classification in the CMMS Software Support Specialist series performing the full range of CMMS technical and applications support duties. Positions at this level are distinguished from the CMMS Software Support Specialist I level by the performance of the full range of technology support duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

SUPERVISON RECEIVED AND EXERCISED

Receives immediate supervision (CMMS Software Support Specialist I) or general (CMMS Software Support Specialist II) supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Positions at the CMMS Software Support Specialist I level may perform some of these duties and responsibilities in a learning capacity.

➢ Receives and responds to inquiries and requests and provides technical assistance on PC systems and programs to District CMMS (Maximo) users; provides "help desk" information and support.

➢ Poses diagnostic questions to identify the nature of the issue and establishes a response priority; troubleshoots system problems and develops reports to identify the source of problems; performs or requests fixes and repairs.

➢ Participates in the development of procedures to collect and maintain data records, including assignment of asset codes, inventory part codes, and similar information describing the equipment in the data base of the CMMS software package for all maintenance management transactions; assists supervisors in establishing time frames and expectations and to facilitate workforce and cost forecasts; develops, updates, and reissues customized maintenance reports; makes database enhancements using diverse methods and tools.

➢ Develops, tests, validates, documents, and implements screen changes to accommodate business practices; writes and/or enhances reports, using a variety of software systems/programs.

➢ Develops and executes systems test plans to ensure application performance conforms to specifications; modifies programs to correct errors and optimize system performance; administers signature security following the District's established business rules.

➢ Coordinates with District managers concerning maintenance status relative to schedule, budget, and resource usage; participates in developing preventive maintenance (PM) schedules, maintenance costs, and resource budgets; provides timely information for controlling budgets throughout maintenance duration.

- Using the standard report structure of the CMMS program and other end user reporting tools, provides information for the preparation and distribution of periodic standard maintenance status reports; develops specialized graphics and reports as needed to support maintenance teams and management presentations.

- Designs and develops report formats to meet management information needs; works with the Information Systems Department to develop or modify systems to provide the required data.

- Identifies training requirements; develops user training materials; trains and works with users in implementing system enhancements; provides guidance, and support to team members in CMMS operation, use, and capabilities.

- Using applicable programming languages, writes and edits program code for applications or enhancements; with guidance from higher-level technology staff, develops database designs and locations; implements and maintains database files; makes database enhancements; generates reports and data runs.

- Analyzes work orders, work order histories, time entry data, asset record data, and similar information for accuracy and completeness and makes corrections as necessary to assure data quality.

- Performs and implements systems maintenance and software upgrades and conversions, making program modifications as necessary to meet user requirements.

- Observes and complies with all District and mandated safety rules, regulations, and protocols.

- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Positions at the CMMS Software Support Specialist I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Operations, services, and activities of a comprehensive CMMS program.
- Methods and techniques of eliciting information and performing diagnostic procedures on assigned systems.
- Operational characteristics of desktop hardware, software, and peripheral equipment.
- Methods and techniques of troubleshooting, diagnosing, and resolving CMMS hardware and software issues.
- Principles and practices of inventory and asset tracking.
- CMMS programming methods, languages and techniques.

➢ Maintenance principles and practices as they related to a water/wastewater utility.
➢ Methods and techniques of modifying program code within system screens to accommodate District business practices.
➢ Principles and techniques of training and instruction.
➢ Principles and practices of record keeping.
➢ District and mandated safety rules, regulations, and protocols.
➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
➢ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
➢ Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

➢ Provide technical support to CMMS operations and services.
➢ Make creative changes to CMMS and related software applications to meet business needs.
➢ Interpret and explain CMMS software operations, capabilities and limitations.
➢ Elicit accurate and complete information from users to formulate responses and solutions.
➢ Troubleshoot and diagnose CMMS issues and make minor modifications and repairs.
➢ Conduct user training and effectively communicate technical information to users and staff
➢ Prepare and maintain records and reports.
➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
➢ Follow and apply written and oral work instructions.
➢ Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:
Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

➢ CMMS Software Support Specialist I: Two (2) years of experience providing technical support to specialized CMMS software.

➢ CMMS Software Support Specialist II: Four (4) years of progressively responsible experience providing technical support to CMMS software, or two (2) years as a CMMS Software Support Specialist I with the District.

Education:

➢ CMMS Software Support Specialist I/II: Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in software development.

Licenses/Certifications:

CMMS Software Support Specialist I/II:

➢ A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and maintenance environment, and operate assigned equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office and maintenance environment with moderate to loud noise levels, controlled temperature conditions, and no direct exposure to hazardous physical

substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

FLEX REQUIREMENTS

Positions in the CMMS Software Support Specialist series are flexibly staffed; positions at the CMMS Software Support Specialist II level are normally filled by advancement from the CMMS Software Support Specialist I level; progression to the CMMS Software Support Specialist II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the CMMS Software Support Specialist II level.

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	*Board of Directors*
Date adopted:	*March 29, 2020*
Date modified:	
FLSA determination:	*Non-Exempt*

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for CMMS Software Support Specialist I/II. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____