



Asset Management Technician (Engineering Technician)

Definition

Under general supervision, this position performs technical work in support of the City's Asset Management system administration; including meeting with department personnel to discuss GIS product requests, such as maps and reports, analysis requests, workflow and software configuration modifications and implementations, and maintaining asset inventories and GIS databases; and performs related work as required. Receives general supervision from the GIS Program Manager. Exercises supervision over interns and volunteers to collect/update asset inventories in the field.

Class Characteristics

This is a single-position classification responsible for supporting the City's GIS function and related deployments. Incumbents are expected to possess the ability to perform the full range of technical duties related to GIS, in addition to performing a variety of record keeping, research, and technical support activities. The work requires the frequent use of tact and judgment, knowledge of City-wide operations, and the ability to conduct independent projects. This class is distinguished from GIS Program Manager in that the latter has overall management responsibility for all planning projects and programs, functions, and activities of the GIS program and for developing, implementing, and interpreting divisional goals for this function.

Typical Job Functions

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Assist public work managers in developing performance measures documented by software output. Influence asset managing divisional budgets by leveraging asset condition data analysis and life cycle modeling.

Support staff assigned to asset management activities with data input, record management, and research system/workflow improvements.

Train and support system users.

Implements and supports information management systems, infrastructure, and technology.

Elicits and identifies business requirements using dialogs, document analysis, requirements workshops, site visits, business process mapping and use cases.

Assists in the validation of City-wide or asset-specific capital investment programs.

Performs routine audits of asset management activities to ensure adequate use and deployment of asset management practices.

Functions as a liaison between the Asset Management and GIS team for developing robust, efficient and scalable solutions to meet business requirements.

Participates in the structure development and implementation of the City's Computerized Maintenance Management System (CMMS) and ensures the quality of the data captured for asset management purposes.

Supports the development, implementation and operation of asset management best practices and assist in the development of improvement plans.

Coordinates the asset management data collection and ensures its quality and adequacy for asset management processes and analysis.

Compiles and enters data into databases, including scanning, data conversion, and digitizing maps.

Performs City research activities to identify, acquire, and integrate data; maintains and updates the City's information catalogue.

Develops documentation and quality control procedures, standards, and metadata; reviews new and existing data for accuracy, quality, and completeness.

Acts as point of contact for the day-to-day operations of the asset management program; troubleshoots system problems; responds to and resolves inquiries and complaints and escalates problems or issues as needed.

Represents the District to consultants and vendors.

Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of Asset Management administration.

Performs related duties as assigned.

Qualifications

Knowledge of:

Technology, hardware and software, and current applications related to Asset Management systems. Applicable Federal, State, and local laws, codes, and requirements and related reports.

Asset management principles, practices, and applications with specific emphasis on city assets.

Organization and quality management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of asset management programs.

Principles and practices of asset management program budget development and administration, contract administration, and sound financial management policies and procedures.

Practices of researching asset management issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.

Computer software applications, such as Cityworks, Cartograph, Hansen, GIS, and other specialized software and databases.

Researching and reporting methods, techniques, and procedures.

Methods and techniques of effective technical report preparation and presentation.

Record keeping principles and procedures.

Modern office practices, methods, and computer equipment and applications related to the work.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

Administer complex, technical, and sensitive asset management programs in an independent and cooperative manner.

Analyze complex, multi-dimensional asset management data.

Conduct complex asset management research, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

Establish and maintain a variety of asset management filing, record keeping, and tracking systems.

Organize and prioritize a variety of asset management programs, projects, and multiple tasks in an effective and timely manner.

Conduct routine research projects, evaluate alternatives, and make sound recommendations.

Interpret, apply and explain technical materials to non-technical users.

Establish and maintain a variety of filing, record keeping, and tracking systems.

Make sound decisions within established policy and procedural guidelines.

Organize own work, set priorities, and meet critical time deadlines.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone, and in writing.

Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college or university with major coursework in business administration, engineering, geographic information science, or related field and two (2) years of asset management experience ideally in the public sector.

Licenses and Certifications

Possession of, or ability to obtain an appropriate, valid California driver license.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently 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 frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 with the use of proper equipment.

Environmental Elements

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

FLSA: Non-exempt
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