JOB DESCRIPTION
CMMS Software Support Specialist I (Flex)
CMMS Software Support Specialist II
Code Number: 40017, 40016

GENERAL PURPOSE

Under general 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; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

CMMS Software Support Specialists provide a variety of difficult and responsible services to District users intended to assist them in making the most effective use of their CMMS software to accomplish District and department goals.

CMMS Software Support Specialist I is the entry level class in the CMMS Software Support Specialist series. Initially under close supervision, incumbents perform the more routine duties while learning District policies and procedures and becoming familiar with the variety of departmental systems and practices. As experience is gained, duties become more diversified and are performed under more general supervision. This class is alternately staffed with CMMS Software Support Specialist II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level.

CMMS Software Support Specialist II is the experienced/journey level class in the series, fully competent to independently perform duties. This class is distinguished from the lower classification of CMMS Software Support Specialist I by the relative independence with which duties are performed. Furthermore the I level typically spends a significant time developing program code and typically receives assignments affecting individual programs rather than whole applications.

ESSENTIAL 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
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; creates and distributes training manuals and documentation to assist users in resolving problems; installs software applications; performs minor troubleshooting of hardware, software and network problems; develops reports and makes behind the scene enhancements such as screen changes (JPS) and value list to the Maximo product; coordinates action by District staff and/or vendors to resolve identified problems.

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 as required using CMMS reporting tools or other end user reporting tools; makes database enhancements through JPS changes, look up and value list.

Develops, tests, validates, documents, and implements screen changes to accommodate business practices. Writes and/or enhances MMS reports, using Actuate, Access and Hyperion.

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 established business rules as outlined by the Division Manager.

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.

Develops software documentation and user training materials; trains and works with users in implementing new applications or systems.

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.

Identifies training requirements; develops user training materials; trains and works with users in implementing system enhancements; provides guidance, and support to maintenance team members in the operation, use, and capabilities of the computerized maintenance
management system.

Using applicable programming languages, writes and edits program code for applications or enhancements; with guidance from the Database Administrator, develops database designs and locations.

Participates on a variety of maintenance teams and committees to develop maintenance management and control policies and procedures.

Implements and maintains database files; 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.

Troubleshoots software user issues like database connectivity and PC set up.

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

Troubleshoots system problems and develops reports to identify the source of problems and performs or requests fixes or repairs.

Performs related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Advanced knowledge of Maximo and how the modules are inter-related; maintenance management concepts; basic PC hardware, operations, characteristics and configuration settings; characteristics and limitations of PCs and related equipment; methods and techniques for troubleshooting and determining the causes of PC hardware and software problems and peripheral device errors and failures; thorough knowledge of the Systems Development Life Cycle, Change Management practices and systems testing practices; working knowledge of web architecture to enable the modification of program code within the CMMS screens to accommodate EMWD business practices; sources of information regarding sophisticated methods of maintenance management; principles and techniques of training and instruction; modern principles, methods, and techniques used in the maintenance of a wide variety of equipment, machines, and tools; maintenance management and computer applications; principles and practices of maintenance as applied to a water/ wastewater utility.
Ability to:

Understand and operate computer and peripheral equipment and District-CMMS and standard software applications; obtain accurate and complete information from users to identify their needs and problems and develop responses and solutions; interpret, explain, and use maintenance management software; make advanced and/or creative uses and/or changes to CMMS and related software applications packages; troubleshoot and diagnose PC software and minor hardware problems; follow and apply written and oral work instructions; conduct effective user training; communicate effectively, orally and in writing; prepare and maintain records and reports; make sound independent judgments within established guidelines; establish and maintain effective working relationships with contacted in the course of work; prepare clear, accurate, and complete maintenance reports, records, and other written materials.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, supplemented by college-level course work in computer science or related field; and two years of increasingly responsible maintenance trades experience preferably in a water or wastewater related agency, or an equivalent combination of training and experience. Experience and/or education in programming languages (SQL, JAVA, HTML and XML) and in maintenance management concepts.

A CMMS Software Support Specialist I may be considered for advancement to CMMS Software Support Specialist II after demonstrating proficiency to perform all the major duties assigned to the class.

Typically, an CMMS Software Support Specialist I is expected to be capable of meeting the proficiency criteria within a 12 month period, depending on an individual’s prior experience and progression in performing the full range of CMMS Software Support Specialist duties as described in the established proficiency criteria.

Certificates; Licenses; Special Requirements:

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

PHYSICAL AND MENTAL DEMANDS

The physical and mental 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.
Physical Demands

While performing the duties of this class, an employee is regularly required to sit; talk and hear, both in person and by telephone; and use hands to operate a computer keyboard.

Specific vision ability required by this job includes close vision.

Mental Demands

While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, information, and documents; analyze and solve problems; use math and mathematical reasoning; perform detailed work under changing, intensive deadlines on multiple, concurrent tasks; and work with constant interruptions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class.

The employee usually works under typical office conditions where the noise level in the work environment is quiet, but a significant amount of time in field or machinery environments may be required for data collection and verification.

FLSA DETERMINATION: Non-exempt
FLEX REQUIREMENTS
CMMS Software Support Specialist II
CMMS Software Support Specialist I (Flex)

LENGTH OF TIME REQUIRED

A CMMS Software Support Specialist I may advance or "flex" to the CMMS Software Support Specialist II class after 12 months of experience in the CMMS Software Support Specialist I class.

PERFORMANCE RATING

The incumbent must receive an overall performance rating of "good" or better on their most recent annual performance evaluation in order to flex to the higher class.

COMMENTS

The CMMS Software Support Specialist I must also demonstrate proficiency to perform the full range of duties as described in the CMMS Software Support Specialist I/II job description. This includes demonstrating sufficient understanding of computerized maintenance management system's software and basic maintenance management concepts to effectively support the data collection and reporting needs of District maintenance managers and supervisors.