

## MAINTENANCE SUPPORT SPECIALIST II

### DEFINITION

Under the direction of the Maintenance Supervisor, monitors the District's Energy Management and Security systems, including video and incident alarms; organizes, coordinates, and performs skilled work reporting all incident and system trouble alarms to the appropriate designated supervisor; provides support and training to other monitoring staff; and performs other related work as assigned and/or required.

### ESSENTIAL DUTIES

- monitors the District's Energy Management, video, and incident alarm systems
- reports on incidents such as vandalism, graffiti, and any related building damage
- contacts supervisors, duty officers, or any appropriate emergency agencies regarding incidents
- generates search reports and documents daily incidents such as graffiti and damage to buildings
- submits maintenance work orders as required to repair all defective and/or malfunctioning equipment on the Energy Management, video, and incident alarm systems
- downloads new data and upgrades to site monitoring systems

### QUALIFICATIONS

**Knowledge of:** Methods, procedures, and practices pertaining to Sonitrol/Video Monitoring Systems; Energy Management System Controls; incident document procedures.

**Ability to:** Maintain composure and be able to speak clearly under stressful situations; plan, organize, and coordinate daily operations of a monitoring station; to use Windows based computer programs to create a variety of spreadsheets and reports; report all incidents such as earthquake, fire, wind, and flood damage to the Director of Maintenance; understand and follow oral and written directions; establish and maintain cooperative working relationships.

### **PHYSICAL DEMANDS**

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- will frequently exert 10 to 20 pounds of force to lift, carry, push, pull, or otherwise move objects
- will sit most of the time, but may walk or stand for brief periods of time; will occasionally be required to bend, stoop, crunch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder
- must be capable of perceiving the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing oral information, both in person and over the telephone and other communication devices
- must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

### **EXPERIENCE AND EDUCATION**

**Experience:** Four years of experience in the incident and video monitoring field. Experience in Energy Management Systems is desirable.

**Education:** Verification of a High School diploma, a GED certificate, or a higher degree, supplemental course work or training in security and EMS monitoring systems is desirable. A Sonitrol operators certificate is desirable.

**License Requirement:** Possession of a valid California Motor Vehicle Operator's License.

**Condition of Employment:** Insurability by the District's liability insurance carrier.