

JOB DESCRIPTION

Job Title	Technical Services Support Specialist	Supervisor	Principal Engineer
Department	Facilities and Operations	Class Group	Office Unit
Division	Technical Services	Salary Grade	48
Section	N/A	FLSA Status	Non-Exempt

This job description is intended to describe the general nature and level of work being performed by people assigned to this job. The description is not intended to be an exhaustive list of responsibilities, duties and skills required for this position.

BASIC JOB SUMMARY

Under general supervision of Principal Engineer, a Technical Services Support Specialist performs technical office sub-engineering work to provide assistance at the engineering counter for copies/scans of drawings and general information, maintains and updates engineering maps, files, responds to utility notices, and provides AutoCAD, GIS and other support as necessary to Technical Services staff.

ESSENTIAL DUTIES WEIGHT

Duty 1

Maintains and updates District’s index maps, flat files and original drawings including, but not limited to meter installations, pipe repair/replacements and leak repairs. Maintains and updates record drawings. Prepares as-built drawings of new tract installations from inspector notes, as-builts or field observations. Revises drawings using AutoCAD based on plan check review, for developer/owner-installed hydrants and meters. Maintains easement files. Coordinates any resulting changes to appropriate staff.

Duty 2

Assists staff in drafting AutoCad plans and compiling specifications for construction documents. Assist in design, bidding and construction inspection as necessary as directed. Updates and maintains District Standard Plans and Specifications.

Duty 3

Assists staff in providing information and assistance to new customers and developers concerning services for potable water and/or recycled water, and sewer services; accepts applications, petitions and documents; performs calculations for service pressures and fire protection services; collects required fees; and performs related duties as required.

Duty 4

In coordination with the GIS Coordinator, supports installation and maintenance of end-user GIS applications. Also supports staff in performing basic information queries using GIS, creating GIS analyses for engineers and performs other office sub-engineering assignments.

Duty 5

Assists staff performing a wide variety of office support and activities of a general and specialized nature in support of the assigned department, division, or program area; receives and directs telephone calls and visitors; provides information and assistance to other agencies, staff and the general public; receives, routes, and distributes

incoming and outgoing mail; performs a variety of records and file management duties; performs word processing duties.

Duty 6

Identifies and lists properties for field inspections and investigations; inputs billing data; invoices and communicates with customers for additional monies owed; maintains files of inspections completed and billings prepared; forwards copies of reports and payment information to accounting; notifies appropriate District staff of pending sewer connections and maintains related files; investigates possible illegal sewer connections.

QUALIFICATIONS

DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:

- ◀ Principles of engineering drawing;
- ◀ Drafting symbols and presentation methods;
- ◀ AutoCAD, Adobe Writer and GIS;
- ◀ Business software applications;
- ◀ Principles of right-of-way;
- ◀ Engineering mathematics.

ABILITY TO:

- ◀ Interpret and understand construction drawings and maps;
- ◀ Prepare drawings from existing drawings and design notes and sketches;
- ◀ Communicate effectively both orally and in writing;
- ◀ Establish and maintain effective relationships with others contacted in the course of work. Research, gather, and compile historical records and data; read and understand a variety of written documents and plans;
- ◀ Use and operate computers, office equipment and machines to accurately input data and generate reports and records;
- ◀ Communicate effectively both orally and in writing;
- ◀ Work independently with minimal supervision; prioritize workload; organize work to meet deadlines; and
- ◀ Establish and maintain effective relationships with others contacted in the course of work.

PHYSICAL AND SENSORY REQUIREMENTS:

- ◀ Sufficient eyesight to read fine statistical reports and standard text and data on computer terminal screens;
- ◀ Ability to speak and hear at normal conversational levels in person and over the telephone;
- ◀ Manual dexterity to write legibly and to use calculators, computer terminal, and other general office machines;
- ◀ Ability to lift and carry up to approximately twenty-five pounds, and to reach, bend, or crouch to use files and records;
- ◀ Ascend and descend ladders and stairs;
- ◀ Tolerate physical presence at height of up to 100 feet on catwalks and walkways of large structures;
- ◀ Withstand periods of physical exposure to fumes, odors, and dust, without incapacitating adverse effects;
- ◀ Walk on uneven and slippery surfaces;
- ◀ Ability to travel to different sites and locations.

TRAINING AND EXPERIENCE GUIDELINES:

Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:

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EDUCATION: High school diploma or equivalent supplemented with college level course work in mathematics, or related fields of study.

EXPERIENCE: A combination of four (4) years of progressive experience in the Engineering Technician or a related field.

REQUIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:
A valid California class C driver's license must be maintained at all times.

DESIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS: