



June 2008

## CMMS SOFTWARE SPECIALIST

### **DEFINITION**

Under general supervision, performs Hansen Computerized Maintenance Management System (CMMS) support, maintenance, and modification of a complex nature in support of administrative and business services for the departments served by the Hansen CMMS; creates business processes and develops work flow specifications to meet end user requirements; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Assistant Public Works Director. Exercises no direct supervision of staff.

### **CLASS CHARACTERISTICS**

This is a single-position class that provides support primarily to the Public Works Department in the daily oversight of the CMMS, including maintenance, modification, process customization, training, and report development. Incumbents working at this level are required to conduct needs analysis and detailed review and analysis of various computer technology options necessary to automate departmental processes and facilities, and recommend strategies to resolve organizational issues. This class is distinguished from the Information Technology Technician by the performance of duties related specifically to the CMMS.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

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

- Designs business processes and work flow strategies for the maintenance, access, and retrieval of data; defines data rules and relationships, and develops methods for quality control of the Hansen database system.
- Advises and consults with users to develop required application services and business processes; assists in planning, coordinating, and scheduling future needs keeping all parties informed of plans, progress, training requirements, and budgetary issues; develops and recommends application and resource priorities.
- Evaluates existing program performance and recommends improvements to operational performance and security; administers changes and adjustments to systems as needed.
- Coordinates and maintains security user access controls.
- Reviews, analyzes, streamlines, and documents business processes and relates them to application software.
- Develops and implements automated processes, specialized views, and reports in response to user needs.

- Designs methods to import/export data for analysis and performs comparative analysis of data from dissimilar applications.
- Acts as point of contact for the day-to-day operations of the Public Works Department's Hansen database technology needs; troubleshoots system problems; isolates the cause of system failures.
- Responds to and resolves software users' inquiries and complaints and escalates problems or issues to vendor representatives or programmers as needed.
- Coordinates with the Information Technology Division to troubleshoot and resolve system problems, make system modifications, and install new and additional software as required.
- Coordinates with the Geographic Information Systems (GIS) technical support staff to facilitate data exchange between the software systems.
- Coordinates training for and trains users on the operation of the Hansen system software.
- Maintains and compiles documentation of user procedures, technical references, training manuals, handbooks, and guides; maintains tables, data structures, diagrams, and testing data.
- Provides emergency response to reduce down time, corrects errors, monitors vendor activity, facilitates off hours scheduled maintenance, and repairs system failures on an as needed basis.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern principles and practices of CMMS analysis, design, database structures and relationships, documentation, and maintenance.
- Various software packages including word processing, spreadsheet, database and database management, Crystal reports, and desktop publishing applications and programs.
- Basic data management theory, principles, techniques, and practices.
- Applicable technical terminology, applications, features, and services.
- Applicable Federal, State, and local laws, codes, and regulations.
- Modern office practices, methods, and equipment.
- Principles and procedures of record keeping and reporting.
- Research techniques, methods, and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Accurately evaluate and prioritize software requests.
- Research, develop, and recommend cost-effective technical system improvements.
- Prepare and maintain accurate and complete records.
- Respond to requests and inquiries from end-users.
- Understand and follow oral and written instructions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

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

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and two (2) years of experience providing administration and technical support to users of the CMMS or equivalent application.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid Driver's License by time of appointment.

**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 and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate 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.