

## **Technical Service Specialist "A"**

### **Nature and Scope of Position:**

Performs troubleshooting, maintenance, and repairs on all HVAC (Heating, Ventilation & Air Conditioning), electrical systems, and NGV (Natural Gas Vehicle) equipment. Performs skilled work individually or under the direction of a supervisor. May be required to direct, instruct, or assist employees in the Facilities Department.

### **Typical Duties:**

- Perform preventative maintenance on a variety of HVAC, electrical, and NGV equipment.
- Use diagnostic equipment to troubleshoot and repair equipment.
- Make recommendations to Facilities management regarding the repair or replacement of equipment and systems.
- Properly care for and maintain all tools and work equipment used in assigned job duties.
- Prepare handwritten or computer generated documents and reports as required by the work performed.
- Communicate professionally with customers, contractors, supervisors, and other employees.
- Attend Company sponsored training and refresher training courses and manufacturer training courses on specialized equipment.
- Obtain certification and operate forklift for facilities activities.

### **Qualifications:**

- Must have demonstrated an aptitude for mechanical and electrical work.

### **Technical Service Specialist "A"**

- Must be able to maintain, troubleshoot and install equipment from blueprints, circuit diagrams, and manufacturer specifications.
- Must be proficient in the use of a variety of diagnostic equipment.
- Must be able to use a Company computer to input data, generate reports, etc.
- Must be willing to travel, be available for callout, and work overtime as needed. Occasional overnight stays may be required.
- Must be willing to work outside in all types of weather.
- Must have and demonstrate good interpersonal and communication skills.
- Must have an acceptable attendance and work record.
- Must have and maintain a valid driver's license.
- Must have spent a minimum of twelve (12) months in the Technical Service Specialist "B" position. Must have demonstrated the ability to perform all of the duties of the Technical Service Specialist "B" position.
- Obtain advanced training associated with HVAC or electrical systems or NGV through formal training in a Company sponsored or external course.

#### **Preferred Qualifications:**

- A two-year technical degree with associated certifications in HVAC or electrical systems is preferred.

## **Technical Service Specialist "B"**

### **Nature and Scope of Position:**

Performs troubleshooting, maintenance, and repairs on all HVAC (Heating, Ventilation & Air Conditioning), electrical systems, and NGV (Natural Gas Vehicle) equipment. Performs skilled work individually or under the direction of a supervisor. May be required to assist or work with other employees in the Facilities Department.

### **Typical Duties:**

- Perform preventative maintenance on a variety of HVAC, electrical, and NGV equipment.
- Use diagnostic equipment to troubleshoot and repair equipment.
- Make recommendations to Facilities management regarding the repair or replacement of equipment and systems.
- Properly care for and maintain all tools and work equipment used in assigned job duties.
- Prepare handwritten or computer generated documents and reports as required by the work performed.
- Communicate professionally with customers, contractors, supervisors, and other employees.
- Attend Company sponsored training and refresher training courses and manufacturer training courses on specialized equipment.
- Obtain certification and operate forklift for facilities activities.

### **Qualifications:**

- Must have demonstrated an aptitude for mechanical and electrical work.

### **Technical Service Specialist "B"**

- Must be able to maintain, troubleshoot and install equipment from blueprints, circuit diagrams, and manufacturer specifications.
- Must be proficient in the use of a variety of diagnostic equipment.
- Must be able to use a Company computer to input data, generate reports, etc.
- Must be willing to travel, be available for callout, and work overtime as needed. Occasional overnight stays may be required.
- Must be willing to work outside in all types of weather.
- Must have and demonstrate good interpersonal and communication skills.
- Must have an acceptable attendance and work record.
- Must have and maintain a valid driver's license
- Must have spent a minimum of twelve (12) months in the Technical Service Specialist "C" position. Must have demonstrated the ability to perform all of the duties of the Technical Service Specialist "C" position.
- Obtain advanced training associated with HVAC, electrical systems or NGV through formal training in a Company sponsored or external course.

#### **Preferred Qualifications:**

- A two-year technical degree with associated certifications in HVAC or electrical systems is preferred.

## Technical Service Specialist "C"

### Nature and Scope of Position:

Performs troubleshooting, maintenance, and repairs on all HVAC (Heating, Ventilation & Air Conditioning), electrical systems, and NGV (Natural Gas Vehicle) equipment. Performs skilled work individually or under the direction of a supervisor. May be required to assist or work with other employees in the Facilities Department.

### Typical Duties:

- Perform preventative maintenance on a variety of HVAC, electrical, and NGV equipment.
- Use diagnostic equipment to troubleshoot and repair equipment.
- Make recommendations to Facilities management regarding the repair or replacement of equipment and systems.
- Properly care for and maintain all tools and work equipment used in assigned job duties.
- Prepare handwritten or computer generated documents and reports as required by the work performed.
- Communicate professionally with customers, contractors, supervisors, and other employees.
- Attend Company sponsored training and refresher training courses and manufacturer training courses on specialized equipment.
- Obtain certification and operate forklift for facilities activities.

### Qualifications:


- Must have demonstrated an aptitude for mechanical and electrical work.

### Technical Service Specialist "C"


- Must be able to maintain, troubleshoot and install equipment from blueprints, circuit diagrams, and manufacturer specifications.
- Must be proficient in the use of a variety of diagnostic equipment.
- Must be able to use a Company computer to input data, generate reports, etc.
- Must be willing to travel, be available for callout, and work overtime as needed. Occasional overnight stays may be required.
- Must be willing to work outside in all types of weather.
- Must have and demonstrate good interpersonal and communication skills.
- Must have an acceptable attendance and work record.
- Must have and maintain a valid driver's license.

#### Preferred Qualifications:


- A two-year technical degree with associated certifications in HVAC or electrical systems is preferred.
- The equivalent of three years of experience in HVAC, electrical systems, or NGV.

  
\_\_\_\_\_  
Michael A. Coleman  
Executive President  
Local G-555  
Utility Workers Union of America, AFL-CIO

6-14-11  
Date

  
\_\_\_\_\_  
Scott J. Beckett  
Manager Facilities

6/13/2011  
Date

  
\_\_\_\_\_  
Alex J. Soja  
Labor Relations Advisor

6/13/11  
Date