

NEW CASTLE COUNTY GOVERNMENT

Number 0585

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CLASS SPECIFICATION

Date 05/01/03

Title: MAINTENANCE PROGRAM TECHNICIAN

Approved: 

GENERAL STATEMENT OF DUTIES: Investigates complaints and service requests concerning sanitary sewer and storm drainage systems; prepares work orders and inspects maintenance work; performs a variety of technical office tasks; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is expected to exercise some independent judgement while investigating complaints and/or requests for sewer and drainage maintenance service. This employee must deal with the public in a courteous and efficient manner. Other duties include the assignment of priorities within the County-wide maintenance program and preparation of appropriate work orders. This employee may inspect the work of maintenance and clerical personnel. This work is performed under the supervision of an engineer.

EXAMPLES OF WORK: (Illustrative only)

- Investigates and inspects reported sewer and storm drainage malfunctions to determine the nature of the malfunction and interviews homeowners in connection with reported conditions;
- Inspects sewer lines, storm drains, streams, and ditches for proper function and utilizes finding to prepare work orders, sub-programs, and statistical data;
- Inspects work being performed by sewer manhole disc crews and maintains programs and records for this function;
- Reviews video tapes of sewer line inspection to determine rehabilitation status of line;
- Reviews detailed construction drawings of storm drainage systems to verify and update original condition of such systems;
- Prepares periodic and special reports as required;
- Organizes and coordinates special sewer and drainage projects and reports on the progress of such projects;
- Provides general and specific information in response to public or official inquiries;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

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Title: MAINTENANCE PROGRAM TECHNICIAN

Approved: 

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of public works construction and maintenance techniques; ability to communicate courteously and effectively, both verbally and in writing; ability to maintain accurate records and prepare technical reports; ability to read and interpret construction drawings; ability to resolve minor problems, ability to pass a Class III County physical examination

ACCEPTABLE EXPERIENCE AND TRAINING: At least three years progressively responsible experience in public works construction and maintenance work and completion of a standard high school course or GED certificate program; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Possession of a valid Delaware Class D driver's license or its equivalent.

HISTORY OF REVISIONS:

Established:	10/28/80
Revised:	10/26/88
Revised:	03/20/89
Revised:	01/01/91
Revised:	01/01/96
Revised:	11/01/98
Revised:	05/01/03