

HHSA STAFF SERVICES AND SUPPORT TECHNICIAN I/II

DEFINITION

To perform a variety of assigned minor repairs, maintenance, and technical support within the Health and Human Services Agency and Community Action Department.

DISTINGUISHING CHARACTERISTICS

HHSA Staff Services and Support Technician I: This is the entry level position. This class is distinguished from the journey level in the performance of the more routine tasks and duties assigned to position within the series. As experience is acquired, the employee performs under less immediate supervision. Since this class is typically used as a training level class, the employee may have only limited or no directly related work experience.

HHSA Staff Services and Support Technician II: This is the journey level position. Employees at this level are distinguished from the entry level in the performance of the full range of duties as assigned. As experience is acquired, the employee is expected to be fully able to perform tasks of the work unit and receive only occasional instruction or assistance as new or unusual situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level, or when filled from the outside, require prior maintenance and basic repair experience.

SUPERVISION RECEIVED AND EXERCISED

HHSA Staff Services and Support Technician I: Receives supervision from lead and/or management level staff in the HHSA or Community Acton Departments. Technical or functional supervision may be received by county facilities staff and management.

HHSA Staff Services and Support Technician II: Receives general supervision from lead and/or management level staff in the HHSA or Community Acton Departments. Technical or functional supervision may be received by county facilities staff and management.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Sets up rooms for meetings or may move and arrange office furniture.

Replaces light bulbs, resets breakers, replaces broken outlet covers, etc.

Makes minor repairs on toilets and faucets, such as tightening or replacing toilet seats, replacing faucet seals.

Cleaning County vehicles.

Coordinates with County Fleet Department regarding maintenance and repairs to County vehicles.

Manages and coordinates the maintenance and repairs of the department's vehicles (including oil changes, washes, tire rotations, etc.).

Repairs, assembles or adjusts furniture and shelving. May be involved with disassembly, loading and unloading on moving trucks, reassembly and setting up furniture in new locations.

Hangs bulletin boards, clocks, and lightweight pictures and fixtures.
Uses a variety of hand tools to accomplish maintenance tasks.

Adjusts office workers' desks for ergonomic reasons.

May assist facilities maintenance workers with a variety of maintenance functions.

Performs minor building maintenance and repairs, including basic carpentry, painting, and plumbing.

Coordinates the department's requests for Facilities Maintenance to perform more complex tasks.

Directs the regular destruction of closed files and assists in the physical relocation of file storage.

Oversees the storage of files in the storage facilities, as well as the retrieval of old files from these areas.

Keeps adequate supply of keys, key stock and related locksmith materials and equipment on hand.

Makes routine maintenance checks on buildings and equipment to identify needed repair; keeps records of work.

Responsible for daily locking/unlocking security gates.

Provides fire extinguisher review for HHSa and CAD.

Daily maintenance and facility checks of building and parking area.

Basic yard maintenance such as watering, mowing, pulling weeds, planting, pruning, etc.

Assists with the safety inspections and resolution.

Intermittent janitorial work as assigned.

Compliance with all provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) if assigned to Health and Human Services Agency.

May fill in for facilities staff.

May assist Building and Grounds staff with yard maintenance.

May serve as back-up to mail run personnel.

Manage the purchase of materials and prepare for well planned installation readiness for the Weatherization staff.

Assess, count, organize and purchase inventory as directed.

May perform office related duties such as scanning, limited data entry, filing.

Performs related duties as assigned.

QUALIFICATIONS:

HHSa Staff Services and Support Technician I:

Knowledge of:

Basic repair and maintenance techniques, including basic carpentry and plumbing;

Safe work practices;

Ability to:

Perform manual labor, including moving and heavy lifting;

Perform minor repairs;

Use basic hand tools;

Coordinate and organize work activities;

Understand and carry out written and oral directions;

Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work;

HHSa Staff Services and Support Technician II:

In addition to the qualifications for HHSa Staff Services Support Technician I:

Knowledge of:

Applicable Federal, State, County, regulations, policies and procedures;

Modern office practices, methods and computer equipment;

Record keeping principles and procedures;

Computer applications related to the work;

Techniques for dealing effectively with the public, vendors, contractors and County staff, in person and over the telephone;

HIPAA and Confidentiality principles and practices;

Techniques for providing a high level of customer service to public and County staff, in person and over the telephone;

Ability to:

Communicate with and maintain effective working relationships with those contacted on the job;

Work independently and as a team member;

Use English effectively to communicate in person, over the telephone and in writing;

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 as applicable to the position;

React calmly and professionally in emergency, emotional and/or stressful situations;
Maintain significant flexibility in daily operations and decision making;

Read and interpret various materials pertaining to the responsibilities of the job;

Make accurate arithmetic, financial and statistical computations;

Maintain orderly records;

Make sound, educated decisions;

Assemble and analyze information and prepare written reports and records in a clear and concise manner;

Operate a motor vehicle.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

HHSA Staff Services and Support Technician I:

Experience:

No experience required.

Training:

Formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance.

HHSA Staff Services and Support Technician II:

Experience:

One year of experience performing carpentry and/or construction work.

Training:

Formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, an appropriate valid California driver's license.

Physical Demands

Requires the ability to exert a considerable amount of force frequently to lift, carry, push, pull, or move heavy objects and to stoop, crouch, climb and lift in the performance of manual labor; to operate a variety of tools, equipment and vehicles used in the performance of daily tasks. Requires the ability to maintain effective audio-visual discrimination and perception required for making observations and communicating with others.

WORKING CONDITIONS

Tasks require exposure to adverse environmental conditions (extreme heat/cold, wet conditions), working at unusual heights, above average noise, air contaminants, fumes/dust, solvents, grease/oil, harsh cleansing agents, chemical exposure, other skin irritants, vehicle and machinery hazards, etc. Requires ability to work irregular hours and under stress.