

I. DESCRIPTION OF WORK

Positions in this banded class perform skilled to highly skilled work in the maintenance, repair, placement, fabrication, installation, construction, and design of precision instruments, glassware, and unique/specialized equipment. Some positions primarily perform trades work in a specialty area while others perform a variety of tasks requiring specialized skills in multiple trades. Positions may operate a variety of testing/analytical equipment and maintain preventive maintenance inspections. Standard operational guidelines and shop safety procedures are typically established. Positions apply technical knowledge and skills, occasionally modifying standard practice and procedures due to unusual situations.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
Positions at this level typically perform preventive maintenance and repair of instruments and equipment. Work may include fabrication, construction, calibration, and replacement to a variety of parts.	Positions at this level assist in designing special instruments and apparatus, construct such equipment by fabricating and assembling component parts, and assist in testing and analyzing equipment.	Positions at this level are responsible for calibrations, maintenance, and repair of existing and new specialized equipment. Work may include design, development, and construction of specialized equipment.

III. COMPETENCIES

Competency	Definition
Knowledge – Technical	Technical knowledge and skill in a specific technical area(s) and ability to keep current with developments and trends in areas of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.
Problem Solving	Ability to identify problems, determine possible solutions, and actively work to resolve the issues.
Safety and Health Management	Ability to demonstrate an understanding of applicable policies and procedures. Ability to maintain conditions that ensures a healthy and safe working environment.
Client/Customer Service	Ability to develop and maintain strong relationships with clients or customers (those for whom services are rendered) by listening to the client/customer and understanding and responding to identified need.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL**Knowledge – Technical**

Technical knowledge and skill in a specific technical area(s) and ability to keep current with developments and trends in areas of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.

Contributing	Journey	Advanced
<p>Knowledge and skill to perform routine maintenance and/or repair tasks using machines, instruments, and tools. Ability to read and interpret design specifications and maintenance manuals.</p> <p>Ability to instruct others on the use of equipment.</p>	<p>Knowledge and skill perform non-standard maintenance and/or repair tasks using machines, instruments, tools, and equipment for standard and/or specialized equipment. Ability to read and interpret complex design specifications.</p> <p>Ability to plan procedures to be followed in constructing and assembling process.</p> <p>May require the ability to lead or mentor lower level technicians.</p>	<p>Knowledge and skill to perform non-standard and/or complex maintenance and/or repair tasks using machines, instruments, and tools for standard and specialized equipment.</p> <p>Considerable knowledge of research techniques applicable to the design and construction of experimental instruments.</p> <p>May require the ability to supervise lower level technicians and/or serve as a technical resource for unit.</p>

Problem Solving

Ability to identify problems, determine possible solutions, and actively work to resolve the issues.

Contributing	Journey	Advanced
<p>Ability to follow instruction or standard operating procedures for assigned tasks. Ability to ask for clarification of instructions as needed. Ability to perform tasks completely and accurately. Ability to check work for mistakes prior to handling testing equipment.</p> <p>Ability to respond to system/equipment failure or to issues that arise when updating equipment with new technologies. Ability to identify and resolve standard/routine problems with equipment through routine inspection, preventive maintenance, and basic testing. Ability to operate standard equipment to troubleshoot and make repairs.</p>	<p>Ability to ensure work meets service standards according to manuals. Ability to check and re-check completion of work. Ability to make adjustments to assure required tolerance level is met.</p> <p>Ability to repair standard machines, instruments, tools, and equipment by fabricating or replacing parts. Ability to calibrate to required standards.</p>	<p>Ability to independently take necessary actions to ensure service standards and procedures are followed when handling testing equipment.</p>

Safety and Health Management

Ability to demonstrate an understanding of applicable policies and procedures. Ability to maintain conditions that ensures a healthy and safe working environment.

Contributing	Journey	Advanced
<p>Ability to perform tasks and duties safely to avoid danger to self and others. Ability to follow applicable regulations and codes. Ability to identify and inform supervisor of potential safety problems. Ability to warn others of potential hazards. Ability to use appropriate protective equipment following established protocols. Ability to incorporate accident prevention and corrective measures in work related activities. Ability to follow appropriate post-emergency procedures.</p>	<p>Ability to comply with applicable regulated safety codes and guidelines. Ability to take safety precautions to assure the safety of self and others.</p>	<p>Ability to comply with applicable regulated safety codes and guidelines. Ability to ensure that all personnel and property are protected while required tasks are being performed.</p>

Client/Customer Service

Ability to develop and maintain strong relationships with clients or customers (those for whom services are rendered) by listening to the client/customer and understanding and responding to identified need.

Contributing	Journey	Advanced
Ability to promptly and attentively respond to customer requests within established parameters and time frames. Ability to perform work in the least disruptive manner possible to customers. Ability to demonstrate courteous actions and follow the organization's established protocol for customer service.	Ability to anticipate, identify, and understand customer's service needs. Ability to check with customers to ensure repair or solution meets requirements.	Ability to confer with client regarding requirements. Ability to make recommendations to improve service delivery based on customer feedback.

V. MINIMUM TRAINING & EXPERIENCE

High school diploma or equivalency and two years of experience related to the area of assignment; or equivalent combination of training and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.