

TECHNICIAN III

DEFINITION

Under general supervision, provides technical expertise and performs a variety of technical office and/or field support tasks involving the operation, enforcement, maintenance, and problem resolution of departmental and/or City-wide systems and functions; provides lead direction and work instruction to assigned crew; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

This classification receives general supervision from assigned administrative and or management staff. Incumbents are responsible for indirect supervisory responsibilities involving authority over and review of the work produced as a technical expert but not direct supervision or evaluation of staff.

CLASS CHARACTERISTICS

This is the lead technician level. Incumbents may plan and conduct special projects and assignments involving difficult, critical, and/or technical work responsibilities that require practical knowledge and work background. Responsibilities differ depending upon the technical expertise required within the department or function assigned. This class is distinguished from the Technician IV in that the latter demonstrates advanced technical knowledge and skills allowing incumbents to function with greater independence.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- May plan, lead and review the work product of staff performing technical support work.
- Initiates, conducts, and/or provides lead direction on support work for difficult, sensitive, and/or highly technical assignments, studies, or projects; monitors processes and timelines; and evaluates final products.
- Assists with developing and implementing new procedures, programs, trends, regulations, and guidelines related to functional operations, compliance and/or enforcement.
- Ensures that the technical and/or administrative functions of the department/division are effectively carried out.
- Monitors and coordinates the daily operation of assigned areas and maintains appropriate records.
- Provides quality control of City functions by reviewing reports, applications, studies, design and/or construction; performs enforcement actions to ensure that the quality standard of the City are achieved.
- Receives visitors and telephone calls; and/or provides factual information or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures, and ordinances.
- Responds to written and verbal requests from a variety of agencies; provides information to City staff, regulatory agencies, other organizations and the public.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to City or department activities.

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- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; and may operate a two-way radio or other department-specific equipment.
- Develops, organizes and maintains various administrative, reference and follow-up files, records and databases; purges as required.
- Coordinates activities with and provides information to contractors and service suppliers.
- May prepare graphic displays including charts, maps, calendars, and related materials to effectively present data.
- May prepare agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, and correspondence regarding assigned activities.
- May conduct inspections to evaluate compliance with City ordinances, state and federal governmental laws and other requirements; reports failures or operating difficulties and makes suggestions for correcting non-compliance.
- May operate, adjust and maintain mechanical or computer equipment to execute job-related responsibilities and to assure maximum efficiency of processes, standards, and regulations.
- May calculate, collect and account for fees and other monies collected using City ordinances and fee schedules.
- May secure and compare information regarding price, quality, availability and other pertinent data for material, supply and equipment purchases; analyzes and makes recommendations; ensures items are properly stored; updates inventory and generates inventory reports for reference.
- May coordinate special projects that vary depending on department to which assigned.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and materials to become and remain current on principles, practices and new developments in assigned work areas.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Federal, state, county, and City codes, regulations, policies, laws, rules, agreements, technical processes and procedures related to City and departmental activities.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Occupational safety and health rules and regulations.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Basic theories and methods associated with functional regulation and research.
- Business arithmetic and basic statistical techniques.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and City staff, in person and over the telephone.

Skill in:

- Learning the functions and procedures for the department to which assigned.

- Interpreting, applying, explaining, and implementing policies, procedures, technical processes, and computer applications related to the City, department, or organizational unit to which assigned.
- Collecting, compiling, analyzing and summarizing varied information, proposing and considering alternatives and reaching sound conclusions.
- Responding to and effectively prioritizing multiple phone calls, visitors and other requests for service.
- Compiling information from varied sources and preparing accurate records, reports, charts, graphs, maps, and bulletins.
- Composing correspondence, informational materials and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations and projecting long-term changes.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Taking a proactive approach to customer service issues.
- Word processing and entering data into standard computer formats and producing correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Assistant Planner and Engineering Technician III: Equivalent to graduation from an accredited four-year college or university and one year of responsible experience in a related field.

Development Services Technician: Equivalent to an associate degree from an accredited college, university, or trade school in a field related to work assigned and four years of responsible experience in a related field.

All other Technician IIIs: Equivalent to graduation from high school and four years of responsible experience dealing with the public and working in an organization which will have provided knowledge of the departmental function to which assigned. Completion of 12 semester units from an accredited college, university or trade school in a field related to work assigned is desired.

Experience working in a public agency is desirable.

Licenses and Certifications:

Must possess a valid California Class C driver's license and have a satisfactory driving record.

Building Inspector: Must possess an International Code Council (ICC) Inspector certification within one year of appointment.

Development Services Technician: Must possess an International Code Council (ICC) Permit Technician certification within one year of appointment.

Engineering Technician III: Possession of an Engineer-In-Training or licensed land surveyor certificate is desirable.

Wastewater Treatment Plant Operator III: Requires the possession of or the ability to obtain a Grade III

Wastewater Treatment Plant Operator certificate within one year of appointment.

Water Treatment Plant Operator III: Requires the possession of or the ability to obtain a Grade III Water Treatment and Grade II Water Distribution certifications within one year of appointment.

The one-year timeframe for certification may be extended at the discretion of the Executive Manager.

Some of the positions in this classification may require specific licenses and/or certifications. For example: self-contained breathing apparatus certification, confined space entry certification.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and/or a two-way radio. May be required to possess mobility to work in a standard shop setting and use power and hand tools and equipment; mobility to inspect various field sites; mobility to work in a standard wastewater/water treatment plant setting, and use specialized test equipment, hand and power tool and instrumentation; physical stamina to work in confined spaces, around machines, and to climb and descend ladders; ability to perform maintenance repair work, operate heavy equipment, work on uneven terrain and lift and carry equipment and materials weighing up to 60 pounds, unassisted; vision to read charts and gauges and smell to identify odors; and/or wear a self-contained breathing apparatus and other safety equipment.

Other Requirements:

Attendance at off-hours meetings and response to off-hours emergencies may be required. Maybe exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Typical working titles included in this classification:

- Assistant Planner
- Building Inspector
- Development Services Technician
- Engineering Inspector
- Engineering Technician III
- Information Systems Technician III
- Wastewater Treatment Plant Operator III
- Water Treatment Operator III

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.