

Job Description

Job Title:	Maintenance Systems Administrator
Department:	Plant Operations
Reports To:	Director of Business Operations
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	May 2022

Primary Purpose

Under the direction of the Director of Business Operations, the Maintenance Systems Administrator is responsible for support for the UW Computerized Maintenance Management System (CMMS) used to manage facilities related work order system, asset management, and preventative maintenance. The role includes also continuous improvement of processes and workflows to meet needs of the campus community (faculty, staff and students) as well as the business goals of Plant Operations.

University of Waterloo infrastructure comprises of over eight million square feet of space powered by a large 1st Class Central Power plant feeding a sophisticated district energy system connecting over eighty major academic buildings supporting state of the art teaching and ground-breaking research.

Responsibilities will align with the Plant Operations goal of contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well-maintained campus environment through service excellence.

Key Accountabilities

Customer Service/ End User Support

- Provide exceptional customer service in all communications with clients.
- Consistently consider the client perspective, both in reactively troubleshooting and in proactive problem solving. Works directly with maintenance supervisors and work teams to review and support the service level agreements that drive workflow to develop new efficiencies or with any changes in workflow as per the business units.
- Create a forum for end user feedback and ensure regular cadence of feedback with different user groups and action plan as appropriate for resolution of challenges encountered.
- Develop, document, and deliver education to end-users to support process improvements.
- Ensure that implementation of CMMS changes & improvements are documented, current, and consistent.
- Develop, document, and implement communication strategy to support system change upgrades.
- Represent customer service needs in pilot groups and vendor forums to ensure that CMMS changes and upgrades meet UW needs and priorities.

Operations

In partnership with the Plant Ops IT Specialist the incumbent is responsible the following operational tasks:

- Set up new users on CMMS, assign roles, and define work teams.
- Contribute to ongoing monitoring of the device strategy that aligns with CMMS, changing workflows, and advances of available technology.

Job Description



- Support Plant Operations teams in developing and accessing key performance indicator reports required for effective and efficient operation of their business units.
- Support process improvement for the CMMS including Preventative Maintenance program. Provides leadership in creating related documentation, development & delivery of associated education, and evaluation of impact of each initiative.
- Provide support for the phone and email triage of on demand work requests and in this role, ensures fluency and accuracy with the established procedures/protocols and system workflows.
- Ensure that challenging and high priority requests are managed efficiently.
- Conduct regular reviews of associated data such as trends, respond times, volumes, use of client portal that facilitates customer improvement opportunities.
- Represent user needs in planning for upgrades or new modules that may be considered or approved.
- Participate in vendor support groups to remain abreast of current practices in the industry and vendor community.

Other

- Perform other related duties and responsibilities as assigned by the Director of Business Operations.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Completion of a post-secondary school program or an equivalent combination of education and or experience.

Experience

- At least three years of customer service/administration work experience preferably in facilities management within a major institutional sector(s), such as education, post-secondary education or corporate environment.

Knowledge/Skills/Abilities

- Excellent communication (written and verbal) and interpersonal skills, with a deep commitment to customer service.
- Keen attention to detail and accuracy.
- Proven ability to respond to competing demands in a fast-paced environment.
- Excellent organizational skills.
- Demonstrated commitment to teamwork.
- Experience conveying information related to customer inquiries to a variety of stakeholders in a professional composed manner.
- Aptitude in using personal technology devices (phones, tablets, etc.) and ability to support a wide variety of users.
- Sound working knowledge of property and facilities management principles, services, and operations.
- Experience with Computerized Maintenance Management System (CMMS).
- Proficient in using MSOffice (Teams, Outlook, Word, Excel, Power Point).

Nature and Scope

- **Contacts:** Communicates with all levels of department staff and external departments/end users across campus to understand issues, plan and deliver education or lead improvement projects .
- **Level of Responsibility:** Responsible for all areas outlined above.
- **Decision-Making Authority:** Has decision-making authority within the scope of the position, and the options available based on procedure / protocol. Complex situations are escalated to reporting manager.
- **Physical and Sensory Demands:** : Minimal physical demands typical of an administrative position within an open-concept office environment. Keen attention to detail is required to ensure accurate data. Required to be able to stay on task while dealing with interruptions and distractions
- **Working Environment:** Minimal exposure to disagreeable working conditions typical of working in an office environment. There may be periods of irregular and/or high volumes of workload. Difficult customer feedback is escalated to the reporting manager.