



FIELD OPERATIONS TECHNICIAN I/II

DEFINITION

Under immediate (Field Operations Technician I) or general (Field Operations Technician II) supervision, performs skilled and semi-skilled work in construction and maintenance, fleet and building maintenance, and water meter maintenance; performs work on water production, distribution, and storage facilities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Field Operations Technician I) to general (Field Operations Technician II) supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Field Operations Technician I: This is the entry-level classification in the Field Operations Technician series. Initially under close supervision, incumbents learn and perform routine skilled and semi-skilled work in construction and maintenance, fleet and building maintenance, and water meter maintenance. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Field Operations Technician II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Field Operations Technician II: This is the fully qualified journey-level classification in the Field Operations Technician series. Positions at this level are distinguished from the Field Operations Technician I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Field Operations Technician class series are flexibly staffed; positions at the Field Operations Technician II level are normally filled by advancement from the Field Operations Technician I level; progression to the Field Operations Technician II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Field Operations Technician II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

Positions at the Field Operations Technician I level may perform some of these duties and responsibilities in a learning capacity.

- Performs journey level skilled and semi-skilled construction and maintenance work relative to the installation, maintenance, and repair of water facilities and equipment.
- Performs carpentry, pipefitting, valve repair, and cement work; operates power-driven equipment and uses a variety of hand tools.
- Excavates and backfills trenches; cuts and replaces concrete and asphalt; installs sprinkler systems; repairs and adjusts pressure regulators.
- Locates and marks water lines for contractors and district crews; reads and interprets drawings, diagrams, and blueprints; updates district maps.
- Responds to emergency calls from the public and other agencies, taking appropriate actions such as barricade placement, main line shutoff, and leak repair.
- Performs light maintenance work on District facilities, District vehicles, and landscaping or weed abatement.
- Works with contractors regarding work to be performed; assists with the location of District service lines.
- Assists in the installation, maintenance, testing, and rebuilding of meters.
- Shuts services off, seals services, and/or removes meters as directed; assists with emergency water main shut down.
- Cleans mains and flushes water systems and hydrants; locates, taps, and installs new customer services; locates and repairs leaks and breaks; notifies customers of interruption of services.
- Completes necessary forms and reports and performs computer data entry.
- Maintains necessary supplies, tools, and equipment in District vehicle.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Positions at the Field Operations Technician I level may perform some of these duties and responsibilities in a learning capacity.

Knowledge of:

- Methods and techniques of construction maintenance in multiple trades areas including, but not limited to, pipefitting, trenching, shoring, concrete finishing, asphalt repair, and welding and fabrication.
- Methods and techniques of locating lines and valves.
- Operational characteristics of a diverse range of construction equipment and hand and power tools.
- Principles and practices of preventive maintenance.
- Shop mathematics.
- Traffic safety methods, practices, and regulations.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform semi-skilled to skilled tasks in the maintenance and repair of water mains and lines.
- Independently troubleshoot a water distribution system to test, repair, and maintain components and valves within the system.
- Conduct preventive maintenance inspections.
- Operate the tools and equipment common to public utility construction and maintenance.
- Estimate necessary materials and equipment to complete assignments.
- Properly and safely operate light-, medium-, and heavy-duty construction equipment.
- Read and interpret maps, blueprints, and specifications.
- Perform traffic control functions.
- Perform heavy manual labor.
- Maintain accurate records and files.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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:

Education:

- Field Operations Technician I/II: Possession of a high school diploma or G.E.D. required, supplemented by specialized training in water construction and maintenance, or water technology.

Experience:

- Field Operations Technician I: One (1) year of experience in construction and maintenance, or a related field.
- Field Operations Technician II: Two (2) years of increasingly responsible experience in water production and/or distribution, water facility maintenance, construction and maintenance, water service, or meter installation.

Licenses and Certifications:

- Field Operations Technician I/II: Possession of a valid California Class “A” Driver’s License, to be maintained throughout employment.
- Field Operations Technician I: Possession of, or successful acquisition within 12 months of employment, a valid Grade I (D-1) Water Distribution certificate, to be maintained throughout employment.

- **Field Operations Technician II:** Possession of a valid Grade II (D-2) Water Distribution certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; possible entry into confined spaces and the use of confined entry equipment, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various District sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS:

This is a safety sensitive position subject to drug testing, including random drug testing, pursuant to the District's Employee Drug and Alcohol policy and guidelines established by the U.S. Department of Transportation ("DOT") in accordance with Title 49 CFR Part 40.