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| **Date of Issue:** | **August 1, 2017 revised June 2019** | **CBU:** | **UMPSA** |
| **Position No:** | **00021115** | **Job Family:** | **7910** |
| **Department:** | **SFAC** | **OT Eligible:** | **N/A** |
| **Campus:** | **University Services** | **Wage Grade:** | **05** |

# **Position Summary:**

Employee manages The University of Maine System, hereafter identified as UMS or The University; Integrated Work Management System (IWMS) Unified Work Control Center to ensure the timely and accurate creation, dissemination, documentation, and completion of work orders. To do this, the person must coordinate with the appropriate UMS Facilities staff member(s) at all campuses statewide and the submitting of customer requests to ensure effective communication. The position is the UMS expert on the application of the IWMS. Excellent judgment and initiative are frequently exercised. Excellent verbal and written communication skills and the ability to resolve decision-making and negotiate with others are frequently required. Communication skills are critical. Must be adept at collaborating with and serving both internal and external customers. Often interprets and makes decisions based on administrative, programmatic and personnel policy. Position is essential to the effective response of Facilities Management to emergent issues and vital to the time, resource and cost accounting of work performed by Facilities Management. Works with UMS personnel to develop and define best practices for use around The University. Manages some technology for The University FM departments. The position will require travel to all UMS campuses.

# **Essential Duties:**

1. Oversight and Responsibility

* Manage the creation of work orders for The University
* Receives, verifies, and prioritizes work requests from campus contacts and routes to the appropriate area for completion
* Direct work control support for work control staff and provide back-up as necessary.

2. Communications & Customer Service

* Provide customer support, information and interpretation about IWMS system.
* Manage communications with a network of campus staff, including campus CBO’s, FM Director’s, admin staff, technicians and US:IT as required
* Regularly communicate with campus FM directors or designees to review system support and gather feedback for improvements and changes
* Act as liaison with Assetworks business development and sales departments
* Communicate with industry peers and user groups to collect and implement best practices.

3. Process Improvement

* Manages current work control practices, develops SOP’s and records and maintains them.
* Manages the development of ‘best practices’ policies and procedures relating to work control and aligns them with individual campus goals
* Develop and implement ways to align work control process with UMS KPI reporting goals
* Manages regular review of IWMS processes for potential gains in efficiency, automation, consistency and other continuous improvements
* Develop and implement the use of IWMS to track, measure and bill utility data

4. Mobile Technology Management & Technical Support

* Establish and administer training and policies for implementation of necessary related applications
* Develop and implement acceptable use policy for mobile devices
* Manage the application of Mobile Device Management Software in conjunction with US:IT
* Manage loss, retention, and device budget compliance in conjunction with US:IT and campus contacts
* Facilitate technical support team meetings and assist in setting agendas and priorities
* Ensure processes (such as those associated with AiM, EAST, & JiRA) are functional and efficient
* Provide application support for technical support tickets
* Direct new action code and script creation to help with automation and process improvement

5. Work Order System Maintenance

* Maintain Preventative Maintenance work order system, including review of all activities
* Manage and maintain integrity of work order system data
* Work collaboratively with technical support staff to ensure function with other enterprise applications
* Manage periodic updates and upgrades of critical system components including new module and application implementations
* Direct asset inventory cataloging processes across all campuses including working with other functional areas

6. Training, Education & Meeting Facilitation

* Develop, publish, and maintain a user manual for AiM
* Identify, develop, and implement training plans and goals for individual campuses
* Develop and implement new employee training and assist HR Business Partners with orientation and on-boarding
* Facilitate IWMS management team meetings
* Facilitate IWMS governance and stakeholder meetings

7. Financial Management, Reporting & Statistics

* 1, 3, 5 year & FY reporting of goals and objectives
* Assist in UMS KPI reporting
* Assist campuses with space management data collection policies including IPEDS data regarding space utilization
* Manage lease information in AIM

8. Miscellaneous Responsibilities

* Advocate for expanding use of AiM to other areas outside of FM, i.e.: classroom technology, Environmental Health & Safety, CPPM.

1. **Reporting Relationship:**

Reports to Chief Facilities Management & General Services Officer

1. **Supervisory Responsibilities:**

Supervision of 2 administrative staff

1. **Knowledge, Skills and Qualifications**

**Required:**

* + - BA plus 2 years’ experience in a progressively more demanding role; or a combination of education and experience
    - Experience and competency in a database and workflow management and software environment, as well fluency in typical contemporary office tools such as Microsoft office and the various google tools.
    - Ability to work, foster collaboration and to resolve decision-making in a fast-paced, customer service oriented environment with multiple priorities and stakeholders.
    - Excellent verbal and written communication skills.
    - Experience in a facilities or closely related work environment, including the ability to work within the organization with skilled and unskilled personnel and administration

**Preferred:**

* + - Experience with a computerized integrated workplace management software system such as IWMS, ideally the AiM tool.
    - Familiarity with higher education accounting practices and systems.
    - Supervisory experience

**Note: University Services reserves the right to change or assign additional duties as necessary.**

1. **Working Conditions:**

Requires daily contact with students, faculty and staff, and other departmental facility liaisons. Requires contact with members of the Facilities Management & General Services Department.

1. **Signatures:**

The signatures indicate the employee and immediate supervisor have reviewed the job description.

Employee Signature/Date:

Employee Printed Name:

Immediate Supervisor Signature/Date:

Immediate Supervisor Printed Name: