

# Career Opportunity



Enhance your lifestyle and your career . . . Join us now as:

## **Maintenance Management Application Specialist Competition No. 02-03/12**

At the City of Kamloops we're focused on creating the highest levels of service excellence, based on an organization-wide community culture that celebrates the employees who make it all happen. We offer many advantages including ongoing training and professional development opportunities, coupled with exceptional benefits, all in the beautiful natural setting of the BC Interior.

Kamloops is Canada's Tournament Capital, a family and business-friendly community committed to providing great customer service, enhancing community partnerships, and supporting economic growth. Our 700 employees provide customer services and programs to a local and regional population of 125,000 people. Kamloops provides abundant recreational possibilities for residents and visitors alike, as well as education and culture opportunities and activities.

The Maintenance Management Application Specialist performs skilled work in computer program maintenance, analysis, and training under the general supervision of the Maintenance Management Supervisor. This work involves setting up and maintaining the Cityworks (maintenance management) software system and liaising with internal departments to enable accurate cost tracking and maintenance of the City's capital assets to allow departments to perform analysis of their operations. The incumbent is responsible for fielding inquiries relating to asset management and the care and accurate input of data to ensure quality information is provided to departments for business analysis.

### **The successful applicant will have:**

- Completion of senior secondary school or its equivalent.
- Completion of a post secondary degree in business with a focus in accounting, finance, or related discipline.
- Completion of second year post secondary courses in computer sciences that cover data rhythms and/or systems analysis and programming principles.
- Minimum of three years' recent field experience working in an environment that utilizes maintenance management techniques and/or software.
- BC Driver's Licence - Class 5.

This unionized position pays \$30.42 per hour, and includes a comprehensive benefits package. This is a new classification and the pay grade is subject to agreement between the employer and union.

Please send your application by Thursday, February 16, quoting Competition No. 02-03/12 to:

Human Resources Department  
City of Kamloops  
105 Seymour Street  
Kamloops BC V2C 2C6  
Fax: 250-828-3635  
Email: HR@kamloops.ca

For detailed information on this position and for more information on our community, please refer to our website at [www.kamloops.ca/jobs](http://www.kamloops.ca/jobs). The City of Kamloops thanks all applicants for their interest in applying for this position; however, only those selected for an interview will be contacted.

*Kamloops boasts excellent sporting and recreational facilities, with four distinct seasons offering the perfect pursuit for active lifestyles and outdoor enthusiasts, be it on water, land or snow - with plenty of sunshine throughout the year. Enjoy professional theatre and symphony productions as well as art shows and cultural events at a variety of venues. And we're only a three hour drive from the Vancouver area!*



## CITY OF KAMLOOPS

JOB TITLE: Maintenance Management Application Specialist

PAY GRADE: 11

### NATURE AND SCOPE OF WORK

Performs skilled work of a complex nature in computer program maintenance, analysis, and training under the general supervision of the Maintenance Management Supervisor. Work involves setting up and maintaining the Cityworks (maintenance management) software system and liaising with internal departments to enable accurate cost tracking and maintenance of the City's capital assets to allow departments to perform analysis of their operations. The job involves inside work in very good working conditions and occasional pressures from deadlines and emotional strain. The incumbent is responsible for fielding inquiries relating to asset management and the care and accurate input of data to ensure quality information is provided to departments for business analysis; errors are not easily identified and may result in deterioration in services and/or financial loss to the City's operations. Internal contacts are of a non-routine nature requiring courtesy, tact, diplomacy, and some persuasion in providing explanations.

### ILLUSTRATIVE EXAMPLES OF WORK

1. Works with user departmental staff and managers to determine program requirements, advises on changes to data collection and recording procedures, and estimates time required for preparation and implementation of new or revised programs.
2. Devises means of deriving input data to facilitate efficient operation and produce desired results.
3. Participates in creating departmental standards and develops and updates departmental procedures.
4. Investigates, troubleshoots, and documents Cityworks software problems.
5. Assists with the coordination and performance of Cityworks system maintenance, backup, and recovery operations.
6. Tests upgrades to Cityworks software and implements and assesses the impact of system modifications on existing systems.
7. Liaises with the Information Technology Division to ensure that users are informed of any interruptions to service or changes to the regular schedule.
8. Assists in the development of training programs for City employees in the use of the Cityworks computer software.
9. Researches, develops, and prepares statistical and data reports using the Cityworks database.
10. Researches and stays current in technological changes related to the software used.
11. Creates service request and work order templates and tasks.
12. Populates tables with attributes for employees, contractors, materials, and equipment
13. Customizes layouts, print templates, and reports.
14. Performs related duties as required.

## REQUIRED SKILLS, ABILITIES AND KNOWLEDGE

1. Thorough knowledge of maintenance management procedures and processes.
2. Thorough knowledge of computer operating systems, hardware, and software including maintenance and troubleshooting methods and procedures.
3. Considerable knowledge of department policies and procedures and business principles, theory, and practices.
4. Ability to provide sound technical and business advice relating to maintenance management.
5. Ability to teach operating systems and application software computer skills.
6. Ability to communicate effectively orally and in writing.
7. Ability to deal courteously and with tact when dealing with internal and external contacts.

## PREFERRED TRAINING, KNOWLEDGE, MEMBERSHIPS, ETC.

1. Working knowledge of municipal operations and maintenance procedures.
2. Considerable knowledge of Cityworks software and installation, maintenance, and troubleshooting methods and procedures.
3. Considerable knowledge of accounting terminology, management information systems, and office procedures and exposure and competency with geographical information system (GIS) models and relational database models.
4. Minimum one year's previous experience in asset management program analysis, reporting, and technical support.
5. Experience facilitating technical training for City employees.

## REQUIRED EXPERIENCE, LICENCES, CERTIFICATES, ETC.

1. Completion of senior secondary school or its equivalent.
2. Completion of a post secondary degree in business/commerce with a focus in accounting, finance, or related discipline.
3. Completion of second year post secondary courses in computer sciences that cover data rhythms and/or systems analysis and programming principles.
4. Minimum of three years' recent field experience working in an environment that utilizes maintenance management techniques and/or software.
5. BC Driver's Licence - Class 5.

## HOURS OF WORK

Normal day shift.