



# Job Description

(For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

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JD #:	<b>JD00600</b>	Pay Grade:	<b>5</b>
JD Title:	<b>Technical Coordinator, Residence Facilities</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Student Services</b>		

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## General Description

Reporting directly to the Resident Service Specialist, Housing and Conference Services, this position is responsible for the day-to-day identification of facility issues and their remediation. Works with in-residence staff to identify issues, coordinate work completion, and provide the appropriate follow-up.

## Representative Duties & Responsibilities

- Monitor the student residence card access system which requires monitoring the operation of the equipment, coordinating the repair of the equipment, responding to security concerns, and maintaining an inventory of access cards.
- Document and disseminate information to others regarding safety and security system upgrades and changes.
- Update, issue, and communicate changes to building floor plans and room numbering.
- Update, track, and maintain the location and function of closed circuit televisions in residences.
- Assist with new software installation.
- Gather and compile product information and provide recommendations for hardware and software upgrades.
- Secure key control tags and re-program for use in electronic key control system.
- Control and monitor access of contractors into residences.
- Update, maintain, and track communication devices.
- Develop and update procedure manuals for the service centre.
- Monitor activities for the service centre such as key control inventories and staff orientation related to resident move-in and move-out.
- Develop and deliver formal training sessions for new hires.
- Participate in the recruitment and selection process. Screen applicants, prepare relevant interview questions, schedule interviews, conduct preliminary interviews, and provide feedback to hiring manager.
- Plan, coordinate, and monitor a variety of events and activities such as fire equipment maintenance and upgrades, and fire drills.
- Complete and submit work requisition orders to Facility Services.
- Update and maintain information in a variety of databases and spreadsheets.
- Exchange technical and administrative information with others.
- Search literature to identify fire safety and security best practices.

## Supervision

- Ensure adherence to quality standards and procedures for short-term staff.
- Provide orientation and show procedures to others.

## Qualifications

- 2 year Community College diploma in a relevant field of study.
- Requires 3 years of relevant experience.

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## Effort

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### Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to word process documents and enter data into databases.
- A typical work day occasionally requires moderate physical effort for activities such as:
  - Lifting, carrying, and moving equipment and supplies.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day consists of up to 2 hours of routine mental effort for activities such as:
  - Collecting routine information, word processing routine documents, and inputting data into databases and spreadsheets.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Gathering and compiling product information and providing recommendations for hardware and software upgrades.
  - Securing key control tags and re-programming for use in the electronic key control system.
  - Coordinating and monitoring activities during events such as the move-in and move-out periods for residents.
  - Exchanging technical and administrative information with others.
- Elements of high mental effort are not a regular feature of this job.

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## Working Conditions

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### Physical Environment:

- Occasionally exposed to dust and dirt when repairing equipment.

### Psychological Environment:

- Occasionally deals with individuals who may be rude or upset.
- Frequently handles competing requests from multiple sources.

### Health & Safety:

- Risk to the incumbent is no higher than for the general population.

# Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00600</b>	Pay Grade:	<b>5</b>
JD Title:	<b>Technical Coordinator, Residence Facilities</b>	Total Points:	<b>393</b>
Job Family:	<b>Student Services</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>3.5</b>	71
	2. Breadth of Knowledge	<b>2.0</b>	13
	3. Adaptation to Change/Updating of Learning	<b>2.0</b>	12
	4. Interpersonal Skill	<b>2.5</b>	31
	5. Education and Experience	<b>D3</b>	60
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>1.0</b>	3
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>3.0</b>	46
	10. Responsibility for Others	<b>2.0</b>	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>2.0</b>	39
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>1.0</b>	5