UNIVERSITY OF WARWICK

Job Description

Job Title	Maintenance Technician (Electrical Bias)
Department	Estates - Maintenance Operations - Zonal Operations (YEXMA)
Grade	FA4

Job purpose (a brief summary of the role)	The Maintenance Technician works flexibly across the Maintenance function to provide reactive and planned maintenance support, including statutory testing and basic repairs, to electrical and mechanical systems and building fabric. This is a multiskilled role, however, post holders will spend a significant proportion of their time on their electrical trade(s) specialism. The role also assists the trades teams in the general execution of their duties as required.
Duties and responsibilities	**Technical** Respond to individual job requests via the job notification system, ensuring each job is resolved safely, efficiently and to the required standard within target SLAs. Provide a planned maintenance and reactive remedial work service, assisting other trades where necessary to keep essential facilities open and usable and ensuring compliance with statutory testing and inspections. Analyse, fault find and make decisions about the feasibility and logistics of the jobs to be undertaken, taking into account how long it will take, the equipment needed and the potential cost liaising with Senior Management when necessary. Investigate unidentified problems, including diagnosing problems and suggesting courses of action and/or identifying whether the problem can be dealt with or if specialist assistance is required. Deal appropriately with emergencies. Provide advice or suggestions in relation to the installation of new products and equipment and participate in the preparation, fabrication and installation of refurbishment, new projects and new work where required. Comply with all health and safety regulations and University policies and complete risk assessments on work variations. Identify and use the correct PPE. Assist qualified trades personnel in the provision of routine and reactive electrical maintenance on a variety of systems including alarms, car park barriers, lighting, motors, fans, convection heaters and portable appliances as generated by the computerised docket system and directly from University staff. To provide a planned maintenance service ensuring compliance with statutory testing and inspections. Ensure the correct permits are in place prior to commencing work. **Organisation**

Prioritise own workload and tasks, taking into account where the problem is, the nature of the problem, the number of people affected and the usage of the building. Take into account access times to spaces and arrange access with security when required.

Record resolutions and feedback to problems to work instructions, complete electronic timesheets, service records and other work-related paperwork in priority order.

Maintain the tools and equipment for which their team is responsible.

Calculate and order the correct amount of materials needed for each job using the ordering system.

Communication

Liaise with Senior Management, trades colleagues, contractors, Estates staff and other departmental staff throughout the University to advise and assist with planned and reactive maintenance, causing minimum disruption to university staff and other users.

Provide technical expert advice that ensures the provision of a compliant high quality, safe, efficient and effective service.

Health and Safety and Compliance

Identify and assess potential risk to individual tasks and formulate and/or comply with risk assessments and method statements in conjunction with manager. Complete jobs in a variety of different settings and environments.

The role will actively participate in Department hazard identification and risk assessment exercises.

Part of a team responsible for delivering statutory compliance tasks, ensuring these are correctly delivered and recorded appropriately.

Understand and utilise record drawings including asbestos and fire drawings.

General

Drive University vehicles to transport staff, materials and tools around the University estate.

Establish quantities and order equipment and materials needed for particular jobs or tasks and maintain stock items, using the ordering system.

Ensure all works are completed to a high standard and work areas are left clean and tidy on completion.

Comply with all health and safety regulations and University policies.

Carry out manual work, lifting loads up to 25 kg, and work at heights.

	Undertake any other duties as from time to time may be required commensurate with the grade of the post. Should the need arise to work at the University's main campus and location not to be limited to university of Warwick Innovation Campus, Stratford-upon-Avon.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Recognised apprentice background or equivalent training or significant years' practical working experience within building services industry and/or electrical services industry. The ability to carry out a range of electrical fitting activities.	A & C
E2	One or more of, or equivalent relevant qualifications: • C&G/NVQ L2 in Electrical installations or maintenance. • C&G 236 part 1, 2 or 2330 L2 & 3 Electrical Installations. • C&G 2382/BS7671 18th Edition Wiring Regulations. • C&G 2377-77 PAT testing course.	A & C
E3	The ability to organise, plan and prioritise own workload to meet SLAs and work with minimal supervision.	A & C
E4	Experience of dealing with high volume of reactive calls and dealing with them in an efficient and effective manner.	A & C
E5	Proven problem-solving ability to assess and resolve problems and use own initiative to investigate and diagnose problems and to escalate to the appropriate level.	A & C
E6	Capable of completing risk assessments and method statements for unusual unfamiliar work and assessing when tasks are beyond the technical competency of the individual.	A & C
E7	Ability to work as member of a team.	A & C
E8	Effective oral communication and customer service skills.	A & C
E9	Written and basic IT skills to maintain appropriate records.	A & C
E10	Experience of planned preventative maintenance systems.	A & C
E11	Safe use of hydraulic/manual lifting platforms.	A & C
E12	Safe use and erection of mobile tower scaffolding.	A & C
E13	Safe entry into confined spaces using emergency escape breathing apparatus.	A & C
E14	Awareness of asbestos materials and non-licensed removal works.	A & C
E15	Full, clean UK or EU equivalent driving licence.	A & C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	City and Guilds/NVQ level 3 or equivalent qualification in a relevant subject such as Electrical installations or maintenance.	A & C
D2	Knowledge of fire alarm systems in accordance with BS 5839.	A & C