

Technical Support Coordinator  
Utilities/ Wastewater Division

**City of Dunedin, Florida**  
Class Description

**Job Title: Technical Support Coordinator**  
Utilities Department  
Wastewater Division

**GENERAL STATEMENT OF JOB**

Under general supervision, provides technical support to department division staff to ensure effective and efficient operations. Performs related work as directed. Reports to the Wastewater Collection Manager.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

***The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbents(s) of any particular position.***

Assists staff by performing a variety of technical and/or administrative duties, which may include but are not limited to researching and compiling data, composing and/or preparing reports and correspondence, maintaining computer record-keeping operations, etc.

Receives citizen blockage calls and obtains necessary information; reads/interprets atlases, dispatches appropriate personnel, enters results in computer, etc.

Receives, logs, distributes and tracks collection system projects and/or funding as directed.

Monitors telemetry and relays information to field crews; assists field personnel (from monitoring room) with troubleshooting.

Generates and tracks work orders as directed for tv truck, vector truck, and lift station repair.

Calls in "locates" for emergency and scheduled repairs and reports damaged utilities (phone, power, gas, cable, water, etc.) to necessary personnel.

Oversees GIS data gathering via the department's Trimble unit; assists field personnel with troubleshooting. Cleans gathered data in ArcGIS Pro.

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Oversees and manages department's Asset Management Spreadsheet and PowerBi viewer. Prepares annual assessments of assets for staff to use; assists field personnel with troubleshooting.

Assists GIS Administrator with department related GIS tasks.

Develops and prepares spreadsheets.

Completes annual inventory.

Prints and distributes forms as needed (e.g. lift station forms and daily vehicle check out sheets); aggregates form data as necessary.

Tracks lines that have been cleaned annually; blown toilets and manhole access; and plots maps of lift station areas needing to be serviced.

Collects, enters and analyzes data, and prepares spreadsheets, graphs and reports as required.

Maintains computer databases; enters totals for yearly work programs; and backs up files routinely.

Obtains information on new projects or equipment as directed.

Assists in ordering and tracking trade supplies and materials; enters purchase orders and p-card information; and assists in ordering supplies, materials, and uniforms.

**ADDITIONAL JOB FUNCTIONS**

*While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.*

Performs various clerical/administrative duties, including but not limited to ordering and stocking administrative supplies, preparing/processing various forms and reports, compiling data for reports, generating work orders, etc.

Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate staff person. Greets office visitors and performs customer/public service duties as required.

Types, copies, files or mails various routine and confidential letters of correspondence, reports, specifications, and official documents.

Oversees the use and maintenance of office equipment.

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Performs related duties as required.

**MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma or GED equivalent, supplemented by a minimum of four years of related experience.

An equivalent combination of education, training and experience that provides the required knowledge, skills and abilities may be considered.

**SPECIAL REQUIREMENTS**

This position is Category B for the purposes of Dunedin Emergency Management. The incumbent may be required to be onsite/available as scheduled during times of emergency as declared by the City/County Commission or City Manager.

**PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the Technical Support Assistant. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Proficient in the use of Microsoft Office products, including Outlook and Excel. Must possess excellent clerical, coordination, computer and interpersonal skills. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to maintain confidentiality as required. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work. Has the ability to speak, write and understand the English language.

**PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to compile, assemble, copy, record and/or transcribe data and/or information according to a prescribed schema or plan. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

**Human Interaction:** Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well- established policies, procedures and standards. Knows how to perform duties in a courteous manner and with the utmost integrity and professionalism in the best interest of the City and general public. Is willing and able to offer assistance to fellow employees as necessary.

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**Equipment, Machinery, Tools and Materials Utilization:** Has knowledge of and skill in the use of modern office practices and equipment. Requires the ability to use, operate and/or handle equipment such as a computer, copier, and fax machine, recording equipment, calculator, telephone. Is able to type accurately at a rate sufficient for the successful performance of assigned duties.

**Verbal Aptitude:** Requires the ability to use a variety of reference and descriptive data and information. Has knowledge of proper English usage, vocabulary, punctuation and spelling.

**Mathematical Aptitude:** Has knowledge of basic mathematics and creating formulas in Excel. Requires the ability to perform addition, subtraction, multiplication and division; calculate decimals and percentages; may require ability to utilize principles of fractions and/or to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Is able to read and interpret various materials pertaining to the responsibilities of the job.

**Situational Reasoning:** Requires the ability to exercise the judgment required in situations characterized by repetitive or short-cycle operations covered by set procedures or sequences. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform semi- skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.


**Sensory Requirements:** Tasks require visual and auditory perception and discrimination as well as oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions. Tasks may require extensive VDT exposure.

*The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to*

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*discuss potential accommodations with the employer.*

  
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Utilities Director

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Date