

DRAFT – August 27, 2018

TECHNICAL JOB FAMILY – TECHNICAL ASSISTANT

JOB FAMILY CONCEPT: The Technical job family is responsible for all aspects of technical related activities. This job family provides design, fabrication, and maintenance support for the education, research, and clinical programs within the university.

TECHNICAL ASSISTANT

The Technical Assistant assists in performing technical duties in the construction, installation, maintenance, design, repair and service of electronic, electrical, mechanical equipment and various systems.

This role performs entry-level, routine, and semi-skilled technical duties in the installation, maintenance, and service of equipment and various systems. Assists in inspections, repairs and testing of equipment. Assists in preparing and conducting training programs. May modify previously installed equipment to ensure compatibility with new units, or install safety devices or attachments to old equipment. Performs other related duties as required. Technical roles ensure proper installation, maintenance, and service of electronic, electrical, mechanical, telecommunications equipment, audio-visual equipment, instruments, and various systems.

This role is the foundation of a technical department or unit. This role is essential in performing routine technical duties.

The **Technical Assistant** role is distinguished from the **Technical Specialist** role in that it generally represents entry-level activities.

Conversely, the **Technical Specialist** role has primary responsibility for delivery of specialized skilled technical services, typically following obtaining a degree/licensure/certification, or years of experience.

TECHNICAL ASSISTANT 1

Typical Functions

- Assists in performing technical duties in the installation, maintenance, and service of equipment and systems.
- Assists in inspections, repairs and testing of equipment and various systems.
- Assists in preparing and conducting training programs.
- May modify previously installed equipment to ensure compatibility with new units, or install safety devices or attachments to old equipment.

Complexity and Decision Making Authority

Acknowledges limitations and requests assistance and direction from supervisor. Notifies supervisor of unsafe conditions or items in need of repair. Decisions include appropriate tool and product to perform duties.

Knowledge, Skills, and Abilities

Basic knowledge of safe working practices. Customer service skills. Ability to use basic hand tools. Ability to use and maintain lab equipment. Ability to follow instruction. Ability to wear protective gear.

Education/Experience

High school diploma or the equivalent.

DRAFT – August 27, 2018

License/Certification

May require ability to obtain and maintain a valid driver's license, equipment operation certification, and/or other licensure requirements.

TECHNICAL ASSISTANT 2

Typical Functions

- Performs technical duties in the installation, maintenance, and service of equipment and various systems.
 - Provides guidance and direction to users.
- Performs inspections.
- Analyzes problems and repairs on equipment.
- Tests and adjusts equipment, using testing devices.
- Follows blueprints and wiring diagrams.
- Uses tools on projects.
- Assists in training designated personnel.
- Provides technical guidance and direction.
- Reports system/equipment malfunctions and records information.
- Assists supervisor and acts as lead to a unit of employees.
- Performs same work of those it provides lead work for.
- Inspects work areas standards are met and reports issues to supervisor.
- Acts as a role model in upholding standards.
- Assists with training of employees.
- Assists with managing employee work time.
- Assists with inventory control.
- May assign work to employees.
- May operate lifts, fork lifts, or motorized vehicles such as trucks and vans.
- May operate specialized equipment.

Complexity and Decision Making Authority

Inspects work and notifies supervisor of standards not met, unsafe conditions or items in need of repair. Decisions include assigning work.

Knowledge, Skills, and Abilities

Knowledge of safe working practices. Knowledge of applicable standards for area of work. Excellent customer service skills. Ability to use basic hand tools. Ability to use light equipment. Ability to give instruction and train others. Ability to manage time efficiently. Ability to wear protective gear.

Education/Experience

High school diploma and two years of relevant experience, or an equivalent combination of education, training, and experience.

License/Certification

May require ability to obtain and maintain a valid driver's license, equipment operation certification, and other licensure requirements.

DRAFT – August 27, 2018

TECHNICAL ASSISTANT 3

Typical Functions

- Performs technical functions in the construction, operation, and maintenance of electronics equipment, instruments, and various systems.
- Constructs, installs, operates, maintains, repairs and inspects electronic and communications equipment and experimental instruments.
- Operates test equipment to adjust and calibrate instruments.
- Provides technical assistance, instruction, and consultation in the resolution of electronic problems.
- Coordinates and prepares orders for parts and supplies; maintains records and prepares reports as required.
- Recommends purchases of equipment.
- May train or lead staff.

Complexity and Decision Making Authority

Decisions made include prioritizing duties and repairs and when a Technical Specialist is required. Work is closely monitored for completeness and adherence to standards, specifications and codes.

Knowledge, Skills, and Abilities

Knowledge of safety procedures. Knowledge of protective gear requirements. Knowledge of mechanical and electrical systems. Ability to follow directions. Ability to operate required equipment. Ability to wear protective gear.

Education/Experience

High school diploma and three years of related experience, or an equivalent combination of education, training, and experience. Some experience may be gained through trade school.

License/Certification

May require ability to obtain and maintain a valid driver's license, equipment operation certification, and/or other licensure requirements.