



# ANALYST – WORK CONTROL

## SUMMARY/SCOPE/GOAL

Ensure the efficient and orderly flow of work in a computerized maintenance management environment. To handle all aspects of work order flow, reports, cost cards, preventive maintenance programs and all other assigned duties. Serve as contact for users on work order problems, verify report outputs and accuracy of database. Identify trends to anticipate future problems and to take corrective actions to proactively solve problems. Assist the Director in financial management and budgeting activities associated with the Plant Operations and Maintenance Department.

## QUALIFICATIONS

### EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

#### REQUIRED:

- Associate's Degree in Business, Computer Sciences or related field, **AND**
- Minimum of four (4) years' experience in a work control environment.

#### OR

- Equivalent combination of training and experience in maintenance management applications.

#### PREFERRED/DESIRED:

### CERTIFICATIONS AND LICENSES:

#### REQUIRED:

- Valid State Driver's License

#### PREFERRED/DESIRED:

## PERFORMANCE RESPONSIBILITIES

### ESSENTIAL FUNCTIONS:

The tasks/competencies listed below represent most of the time spent working in this position. Supervisor may assign additional tasks within the scope of this classification as necessary.

1. Receive, prioritize, plan and schedule maintenance an operation work.
2. Assist in scheduling workflow to meet schedules.
3. Analyze work order input for computer processing.
4. Assist in the review of reports.
5. Contact users to help resolve problems.
6. Prepare and run reports for maintenance management.
7. Assist in training of system users.
8. Communicate with all levels of work control in work order handling techniques.
9. Provide recommendations in procedures to improve workflow.

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10. Assist management in budgeting/accounting functions and make recommendations for improved methods.

### OTHER DUTIES:

Provide outstanding customer service and use positive interpersonal communications skills. Make all decisions and perform all tasks in accordance with Brevard Public Schools' strategic plan, vision, and mission. Ensure compliance with Board rules and applicable federal laws and regulations.

## KNOWLEDGE, SKILLS, AND ABILITIES/TRAINING AND EQUIPMENT USAGE

### JOB RELATED:

Ability to understand and interpret maintenance operations procedures within a computerized environment. Knowledge of personal computer-based workstation capabilities and methods as it applies to Computerized Maintenance Management. Ability to follow complex oral and written instructions. Ability to manage and prioritize multiple tasks. Ability to work cooperatively and collaboratively with users of maintenance and operations services. Problem solving ability and ability to analyze and solve user problems. Demonstrated written and oral communications skills.

### GENERAL:

Knowledge and use of time management and organizational systems. Skill in meeting and exceeding customer/stakeholder expectations within the precincts of policy, procedure, and sound judgement. Skill in active listening and social perceptiveness. Ability to communicate effectively orally and in writing. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Ability to sustain focus and attention to detail for extended periods of time.

### TRAINING:

### EQUIPMENT:

Use office machines such as large volume copiers, printers, or calculators. Use computers for email, word processing, intra/internet, data entry, spreadsheets, service ticket responses, presentations, or custom applications.

## PHYSICAL DEMANDS/WORK ENVIRONMENT

### PHYSICAL REQUIREMENTS:

#### (S) SEDENTARY WORK

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Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

### POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:

Indoor office environment most often with Indoor/Outdoor movement between pods/locations frequently. Intermittent noise and activity level. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

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**TRAVEL:**

Travel between sites rarely. Travel out of county rarely.

**FOR HR USE ONLY:**

<b>DIVISION:</b>	Facilities Services	<b>DEPARTMENT:</b>	Plant Operations and Maintenance
<b>TITLE CODE:</b>	L3774	<b>CONTENT BY:</b>	Director Plant Operations & Maintenance
<b>GRADE:</b>	II	<b>COMPENSATION:</b>	Human Resources
<b>UNIT:</b>	1010 PTH	<b>LABOR RELATIONS:</b>	Karyle Green, Ed.D.
<b>LAST BOARD APVD:</b>	11/20/2001	<b>CLASSIFICATION:</b>	Beth Thedy, Ed.D.
<b>SCHEDULE:</b>	8 Hrs. – 12 Mos.		

REV:	DATE:	REVISION CONTROL:	INITIATED BY:
1.0	06/23/98	Initial Release	Plant Operations and Maintenance
2.0	09/22/98	REVISED	Plant Operations and Maintenance
3.0	11/20/01	REVISED	Plant Operations and Maintenance
3.1	07/01/20	REVISED: New format	Human Resources
3.1	11/1/2021	Updated physical requirements to ADA format and added schedule	Ellie Kelly – Human Resources

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Brevard Public Schools (BPS) is an equal opportunity/affirmative action employer committed to achieving excellence and strength through diversity. BPS seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires BPS to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.