

Control Center Technician Tufts University

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Posted Jan. 12, 2024, set to expire Dec. 31, 2024

Job Title	Control Center Technician
Department	Operations Division
Institution	Tufts University Medford, Massachusetts
Date Posted	Jan. 12, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Facilities/Maintenance/Transportation
Job Website	https://jobs.tufts.edu/jobs/20057?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

The Operations Division manages Tufts' 5 million square feet of buildings and properties, providing safety, maintenance, mail, transportation, and construction services. Together, these functions are responsible for the efficient, cost effective and safe operations of our campuses, as well as the maintenance and management of our university assets to support our research and educational mission, vision and values.

The Operations Control Center is the hub of daily activity for maintenance and support services involving our campus facilities, grounds and supporting services.

We are seeking a highly motivated individual with a high potential and/ or existing aptitude to develop a mastery in the operation and interpretation of data from building automation systems, and facilities

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work management systems working as an integral member of a team of professionals who are on the front lines of redefining maintenance management standards for building operations across the university.

What You'll Do

The Operations Control Center Technician is a key player that provides the first line of support to the Tufts community for incoming building operations emergencies, building system alarms, and a wide range of issues and services involving the interior and exterior university facilities, grounds and properties. Reporting to the Director, Business Technology and Process, the Operations Control Center Technician has the primary role to ensure that all service requests are responded to with an appropriate level of urgency, efficiency and accuracy.

Responsibilities include:

- Performs a full range of assignments with respect to the operation of the University's building automated controls systems (BAS), primarily Johnson Controls, for all university buildings including science and research complexes
- Provides inputs to continuously evolving building system and equipment job plans, safety plans, building alarm monitoring and response protocols and emergency response protocols
- Works collaboratively with facilities management in responding to work priorities, understanding building, zone, and occupant needs and understanding the impacts of preventative maintenance programs on the ongoing operability of building systems, equipment and components
- Ensures the integrity, accuracy, and completeness of facilities repair and maintenance work order data in the CMMS system
- Honors expertise and knowledge in evaluating and reacting to data and outputs from the university building automation and alarm systems as well as the university's computerized maintenance management system (CMMS), Maximo
- Demonstrates expertise and independent judgement in drawing upon university protocols with respect to the deployment of resources responsive to facilities-based emergencies and work requests over a wide range of situations and contexts
- Commits to capturing, maintaining, and using data in support of the Division's Asset Management Program

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What We're Looking For

Basic Requirements:

- Any combination of training, education, and experience equivalent to graduation from a college or university with a Bachelor's Degree in Industrial Engineering, Facilities Management, or a related field
- 1 to 3 years of experience with environmental controls and business automation systems in a research, lab, medical or equivalent environment
- Working knowledge of HVAC systems and energy management control systems
- The ability to multi-task in a fast-paced environment while consistently demonstrating a professional and courteous demeanor; skilled in maintaining a positive relationship with customers.
- Demonstrated ability to reach complex blue prints and control submittals
- Excellent verbal and written communication skills; Ability to express ideas clearly and concisely, both verbally and in writing;
- Substantive experience with computerized maintenance management systems (CMMS).
- Working knowledge of building and safety code requirements; building, electrical, plumbing, and HVAC maintenance and repair methods.
- Familiarity with Uniform Building Code; BOMA Standards; ADA Regulation
- Ability review and interpret service contracts for technical specifications, and contract/service agreements
- Experience with overseeing service providers and service contracts
- Demonstrated customer service skills
- Demonstrated computer skills: Windows, Word, Excel, Database, BAS and CMMS

Preferred Qualifications:

- Experience utilizing Maximo CMMS
- JCI BAS controls monitoring experience

Special Work Schedule Requirements

- Our operation typically runs from 6:00am – 4:00pm. There are 3 general schedules which consist of: (6:00am – 2:00pm), (7:00am – 3:00pm) and (8:00am – 4:00pm); however, a later work shift and/or weekend coverage maybe required. Schedules assigned are based on business need.

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- Flexibility in work schedule is required for the operation and covering of all shifts.
- Possibly intermittent on-call requirements.
- This position is considered essential as defined by Tufts University, which requires key University employees to report to work during weather emergencies, such as situations related to weather and/or man-made such as power outages and scheduled utility shut downs.

Pay Range

Minimum \$29.10, Midpoint \$34.65, Maximum \$40.20

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact