

## Operations Control Center Technician Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=264084>

Downloaded On: Dec. 18, 2025 1:44pm

Posted Oct. 17, 2025, set to expire Feb. 28, 2026

<b>Job Title</b>	Operations Control Center Technician
<b>Department</b>	Operations Division
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Oct. 17, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Facilities/Maintenance/Transportation
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/22441?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/22441?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### Overview

**This is a benefits-eligible role, working part-time 20-hour per week.**

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.

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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 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's primary role is to ensure that all service requests are responded to with an appropriate level of urgency, efficiency, and accuracy.

- 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.
- Must have the aptitude to continuously hone their 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.
- Provides inputs to continuously evolving building system and equipment job 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. The Technician is data-oriented and committed to capturing, maintaining, and using data in support of the Division's Asset Management Program.
- Understands the importance of ensuring that data supporting all facilities activities are accurately categorized and articulated in the University CMMS and BAS systems as well as a strong working knowledge of how this data flows into KPI's and activity-based reporting that informs continuous improvements in how University Resources are deployed and university assets are optimized.

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### **What We're Looking For**

#### **Basic Requirements:**

Knowledge and experience are typically acquired through:

- 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 multitask in a fast-paced environment while consistently demonstrating a professional and courteous demeanor; skilled in maintaining a positive relationship with customers
- Demonstrated ability to read complex blueprints 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 to 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
- Experience utilizing Maximo CMMS
- JCI BAS controls monitoring experience

#### **Preferred Qualifications:**

- Experience utilizing Maximo CMMS
- JCI BAS controls monitoring experience

#### **Special Work Schedule Requirements:**

- **This is a benefits-eligible role, working part-time 20-hour per week on-site.**

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- Our operation typically runs from 6:00 AM - 4:00 PM. The anticipated shift will take place primarily on the Grafton campus; however, a later work shift and/or weekend coverage may be required. **Schedules assigned are based on business need.**
- Flexibility in work schedule is key 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 \$30.00, Midpoint \$35.70, Maximum \$41.40

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