



UNITED TECHNOLOGY SERVICE, INC.

5320 Lake Pointe Center Drive Suite B, Cumming, GA 30041

Phone: 770.886.1239 • Fax: 678.679.2618 • Web: www.utechserve.com

UNITED TECHNOLOGY SERVICE, INC

Technician III

POSITION TITLE: Technician, Level III

DEPARTMENT: Operations

CLASSIFICATION:

APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: CARLOS RIVERA

POSITIONS SUPERVISED:

POSITION PURPOSE

The leadership, communication and interpersonal skills of the project/program manager have as much of an impact on the success of a project as technical skills. Effective team leaders continually strive to improve their ability to:

- Master the various roles of the project leader
- Motivate individuals and the team as a whole
- Communicate with and influence project stakeholders
- Facilitate internal and external communications
- Promote an effective project management culture
- Resolve conflict and show leadership during crisis

American Graduate University's [Leading, Communicating & Motivating Project Teams](#) gives you the people and team building skills to help you lead or participate in forming and maintaining a motivated, high performance project team.

Please pass this information along to the members of your program office who can benefit from the tested tools and techniques AGU provides to help them develop and strengthen their team-building competencies.

Why attend this course? Go to www.agu.edu/courses/571 for a full agenda, or call 866-273-1736 for more information. For information on customized presentation of this course at your location email onsites@agu.edu.

AGU is an accredited academic institution and a PMI Registered Education Provider. Leading, Communicating and Motivating Project Teams recommended for 32 Professional Development Units (PDUs) and 32 Continuous Learning Points (CLPs). AGU is a DAU strategic training partner.



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American Graduate University 733 N. Dodsworth Ave, Covina, Ca 91724 1-866-273-1736.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for the development and implementation of project planning, policies, and procedures.**
 - a. Assists Senior Management in developing short and long term goals and strategies. Provides suggestions and recommendations.
 - b. Represents Company interests within communities and to government officials.
 - c. Maintains budgets and future estimates for individual projects. Ensure compliance to budgets.
 - d. Identifies and generates new business development.
2. **Assumes responsibility for the efficient, timely, and accurate completion of Engineering functions.**
 - a. Oversees design and implementation processes.
 - b. Initiates and negotiates bids with Senior Management and contractors.
 - c. Monitors and supervises production quality. Oversees inspection and testing of projects and identifies problems and resolves them quickly and effectively.
 - d. Regulates work flow to ensure maximum efficiency. Monitors utilization of equipment, facilities, and personnel.
 - e. Monitors all engineering operations for compliance with established safety policies and regulations.
 - f. Generates detailed reports relating to project status and compliance in a timely manner.
 - g. Ensures that Engineering functions are completed in accordance with established production, safety, and quality standards.
 - h. Maintains Daily Journal.
3. **Effectively supervises assigned personnel, ensuring optimal performance.**
 - a. Directs and assigns personnel. Provides assistance and support as needed.
 - b. Trains, advises, and counsels employees and provides suggestions to improve performance and productivity.



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- c. Conducts performance appraisals as assigned.
4. **Assumes responsibility for maintaining effective communication, coordination, and working relationships with Company personnel and management.**
 - a. Works closely with other departments to maintain schedules and implement changes and revisions in operational procedures.
 - b. Provides assistance and support to related departments as required.
 - c. Keeps management informed of area activities and of any significant problems.
5. **Assumes responsibility for effective communication, coordination, and working relationships with external clients, customers, contractors, and officials.**
 - a. Communicates with clients and customers. Answers technical and non-technical questions.
 - b. Maintains relationships with regulatory officials to ensure compliance with requirements and the exchange of relevant information.
 - c. Works with and supervises outside contractors. Ensures compliance with customer needs, regulatory requirements, and industry standards.
 - d. Maintains relationships with outside vendors and suppliers. Reviews supplier specifications for adherence to project specifications.
6. **Assumes responsibility for related duties as required or assigned.**
 - a. Ensures that work area is clean, secure, and well maintained.
 - b. Stays informed of developments and changes in engineering technologies.
 - c. Performs production duties as needed.
 - d. Completes special projects as assigned.



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PERFORMANCE MEASUREMENTS

1. Engineering functions are well managed, coordinated, and completed in accordance with Company policies, procedures, quality standards, and safety regulations.
 2. Good communication and effective working relationships exist with other departments.
 3. Professional relationships with regulators, inspectors, officials, suppliers, and customers are maintained.
 4. Engineering projects are closely monitored and supervised. Suggestions for improved techniques are provided. Project goals and deadlines are successfully met.
 5. Related documentation is complete, accurate, and timely.
 6. Senior Management is appropriately informed of area activities and significant problems.
 7. The Company's professional reputation is projected in all contacts.
 8. Engineering processes are in compliance with regulations and requirements.
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QUALIFICATIONS

EDUCATION/CERTIFICATION: College degree in engineering.
PE required.

REQUIRED KNOWLEDGE: Excellent understanding of Company operations.
Strong understanding of engineering principles, procedures, and standards.
Thorough knowledge of current requirements and regulations.

EXPERIENCE REQUIRED: Past managerial and technical experience.
Business development experience.

SKILLS/ABILITIES: Well organized with strong planning and project management skills.
Attention to detail.
Quality orientation.
Able to organize multiple projects.
Excellent communication skills.
Strong problem solving abilities.
Strong PC computing skills, including MS Office and engineering software.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION



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TALKING:	Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly. (Many jobs could be done without talking.)
AVERAGE HEARING:	Able to hear average or normal conversations and receive ordinary information.
AVERAGE VISUAL ABILITIES:	Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.
PHYSICAL STRENGTH:	Sedentary Work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)

WORKING CONDITIONS

None. No hazardous or significantly unpleasant conditions. (Such as in a *typical* office.)

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY:	Ability to apply logical or scientific thinking to a wide range of intellectual and practical problems. Able to deal with very difficult concepts and complex variables.
MATHEMATICS ABILITY:	Able to perform very advanced mathematical and/or statistical operations.
LANGUAGE ABILITY:	Ability to read scientific and technical journals, abstracts, financial reports, and legal documents. Ability to prepare articles, abstracts, editorials, journals, manuals, and critiques. Ability to prepare and make comprehensive presentations, participate in formal debate, communicate extemporaneously, and communicate professionally before an audience.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to



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successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.