Position Description

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POSITION DETAILS

Under general guidance from the Chief Operating Officer (COO), provides leadership and direction for delivering facilities operations and safety services to Information and Educational Technology departments. Provides leadership and is responsible for the oversight of IET's spaces to ensure facilities are well maintained, safe, secure, and meet the operational needs of the division and its campus clients. Coordinates unit and department relocations, space renovations, and development of new assigned spaces. Analyzes and resolves problems, interprets policies (fiscal management, resource management). Serves as a project coordinator for relocations and space renovations that impact IET staff spaces.

Oversees and coordinates division-wide workplace safety practices and ensures IET compliance with university policies as well as state, and federal laws for workplace safety. Leads all IET safety coordinators.

Serves as the division's asset manager to develop and ensure equipment management practices meet standards and all
equipment assets are properly inventoried as required by campus and federal laws.

Manages the IET Storehouse operation to develop and ensure material inventory management and distribution practices meet standards and expectations for availability and timeliness for deliveries.

Designs and implements strategies to improve business support services that impact all IET units such as billing strategies for IET services, equipment management, and project material inventory control. Assists IET directors and the campus CIO in developing an IET facilities and space strategy.

IET is a distributed organization, with over 250 FTE and over 60 student employees located in over 22 buildings accounting for occupying 85,701 sq. ft., both on and off campus as well as leased campus space. This includes campus mission critical, secure facilities such as the Network Operations Center and the Data Center that houses critical IT infrastructure equipment and serves the entire campus community.

IET is an equipment intensive operation, tracking over 10,000 pieces of equipment and equipment components with a cumulative value of over $45M with many providing mission-critical services to the campus. The types of equipment include specialized equipment distributed throughout the campus, including non-IET owned spaces such as network closets in various buildings.

The IET Storehouse maintains over 1,000 unique types of materials and has an inventory ranging from $70,000 to $100,000 and a turnover of 10 to 20 times per year.

Direct Reports:
Analyst III 1.0 FTE
Analyst I 1.0 FTE
Senior Lead Storekeeper 1.0 FTE
Storekeeper and Equipment Custodian 1.0 FTE
Storekeeper 1.0 FTE
Assistant III 1.0 FTE

Positions Supervised:

Essential Responsibilities:

40% LEADERSHIP & SERVICE DEVELOPMENT
Provides leadership over a wide range of business & administrative related services performed by the Operations &
Safety Unit staff. Acts as service owner for: establishing service delivery standards & methods, developing & reviewing service metrics, & reporting on service performance. Develops long-range strategies to continuously evolve the business support so it is in line with IET & campus strategies. Directs business strategy & organizational development in expanding or changing business services as overall needs or new opportunities arise. Recruits, hires, trains, develops, mentors, evaluates, & motivates staff. Creates & maintains position descriptions to accurately reflect position responsibilities. Establishes expectations & performance metrics & address staff performance issues.

40% SPACE, FACILITIES, & SAFETY MANAGEMENT
Provides leadership, coordination, & support for IET space & facilities’ needs. Ensures/oversees a physical security of all IET assigned spaces. Ensures systems to monitor access are up to date & accurate. Addresses & resolves facilities related problems with Operations & Maintenance, Custodial Services, & other campus departments as well as third-party contract services & commercial real estate managers for leased spaces. Coordinates space & relocation requests with IET department directors & unit managers to meet operational & staff requirements. Functions as liaison & primary point of contact for IET spaces. Audits assigned IET spaces & ensure that campus systems that track room use & ownership is up to date. Serves as the project manager or oversees the work of other project managers for renovations, relocations, & new space design as needed. Provides leadership & coordination of the division’s efforts to maintain a safe working environment. Identifies current & emerging workplace safety risks & presents options to mitigate risks.

20% STOREHOUSE SERVICES & EQUIPMENT MANAGEMENT OVERSIGHT/ FINANCIAL CONTROLS & COMPLIANCE
Directs onetime & ongoing efforts to provide consistent process, policy, & practice review for a wide range of IET compliance issues including inventory/asset management, facilities (space) assignment & use, & safety practices. Provides review & approval of Operations & Safety purchases to ensure not only financial compliance but also best business practices are applied. Ensures single/sole source requests for technology products & services meets policy & passes the bar for ethical review. Provides risk assessments & escalates issues appropriately to reduce risks involving employee health & safety, compliance,
theft or physical intrusion. Provides leadership & coordination of the division's equipment management functions. Establishes & ensures standards are met for asset tracking. Manages & works with the IET Equipment Custodian as well as other IET staff responsible for critical equipment & are following IET & campus policies as well as state & federal laws in ensuring the safekeeping of equipment. Represents IET & serves as the primary liaison with Equipment Management. Coordinates & conducts internal audits to ensure policies & procedures, documentation, & workflow/transaction approvals meet established standards & equipment is being tracked accurately. Ensures IET Storehouse Services are managed efficiently, effectively, accurately, on time, & comply with IET policies & practices, UC policies, state, & federal laws. Escalates issues to the COO as needed. Provides leadership in identifying & implementing improvements for both increased efficiency & quality of service. Works with the IET Senior Lead Storekeeper to affect improvements in the overall process. Conducts internal audits, as needed, to ensure policies & procedures, documentation, & workflow/transaction approvals meet established standards.

Work in front of a computer for long hours

Physical Demands:

Climb ladders, on top of machinery and equipment, crawl, bend, stoop and work in tight, confined areas;

Occasionally enter buildings and rooms under construction (hard hat and closed toe shoes environment).

Due to the mission critical services provided by the division and safety and facilities responsibilities for this position, this position may work hours other than M-F 8-5, especially in response to facilities related problems and scheduled renovations work.

Vacation is limited during required audit periods (equipment, storehouse material, and campus space audits);

Work in a busy office environment with frequent interruptions; Frequently travel between campus and off-campus locations;

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property,
Background Check: Yes

QUALIFICATIONS

Minimum Qualifications:

Bachelor's degree in related area or equivalent combination of experience and training.

Solid knowledge of policies and procedures relative to facilities maintenance, equipment, customer service, building maintenance, safety and emergency preparedness.

Experience serving as an equipment custodian or storehouse manager.

Experience supervising a diverse staff and overseeing a variety of business and administrative related services to effectively supervise and manage multiple services ranging from facilities management to storehouse operations.

Experience in project management, i.e., planning and designing office spaces, as well as major space renovations and relocations and in negotiating for spaces to meet business needs.

Experience overseeing administrative services, which includes workplace safety, equipment tracking, and storehouse operations.

Demonstrated interpersonal skills, including active listening, critical thinking, ability to multi-task effectively, persuasion/negotiation, mentoring, leadership/supervision, problem solving, operations analysis and quality control analysis.

Analytical skills to review complex information, policy changes, identify operational changes needed to accommodate new policies, and ways to comply with policy in an efficient and effective manner, minimizing any negative impact to the division and its clients.

Experience with computer software such as MicroSoft Office Excel, in conducting financial analysis, research, and providing reports.
Skills and experience in mapping existing processes and implementing process changes that deliver efficiencies or quality improvement.

Experience instilling a customer service orientation in staff and processes.

Skill in business process/systems analysis to understand and improve complex functions involving a business operation.

Knowledge of UC and UC Davis policies as it relates to facilities management, workplace safety, space assignment, equipment inventory and storehouse operations.

Experience conducting audits in the same areas to ensure compliance.

Experience using UC Davis facilities related tools such as FacilitiesLink and equipment management tools such as KFSCAMS.

Experience using space planning (CAD) tools and project management tools such as Microsoft Project.

Experience implementing quality management system that includes metrics, benchmarking, service expectations, and feedback mechanisms.

Knowledge and experience working in or supporting a large IT organization.

Negotiation skills to work collaboratively with IET's senior leadership and managers and obtain critical resources and/or agreements to implement changes.

Experience conducting a variety of analyses such as root cause, gap, ROI, and risk analyses.

Experience developing policies that affect multiple departments.

Knowledge of and experience with accounting practices and controls to ensure compliance with appropriate university, state and federal regulations.
**Expectations**

- Read and model the UC Davis Principles of Community.
- Communication skills to effectively present information (oral, written, presentation, documentation) and train direct reports.
- Skills to exercise discretion in dealing with sensitive topics, issues, or information.
- Political acumen to affect change in a diverse environment with competing priorities and strong philosophical views.
- Innovative thinking to provide solutions to complex problems with limited resources and limited time.
- Attention to detail and awareness of interdependency between people, processes, systems, and business needs to identify opportunities or risks in implementing IET wide business services.
- Leadership style to keep staff focused and maintain morale in a rapidly changing environment that involves large volume/high dollar purchases, inventory control, and safety.
- High degree of professionalism and customer service mentality in dealing with issues, complaints and suggestions.
- Time management to appropriately balance competing priorities and tight deadlines.

**Job Expectations**

- Use tact and diplomacy for interactions with others.
- Communication skills to understandably and effectively describe space design requirements, and workplace, safety, and inventory management policy requirements to those not versed in these areas.
- Convey a helpful and positive attitude in support of the department's client service environment.
- Provide higher level business services in the resolution of abnormal operating conditions.
- Work cooperatively with others to achieve and maintain a strong client service environment.
- Maintain flexibility in a continuously changing and fast paced work environment.
- Ability to work independently under general direction from management, to manage workload across multiple simultaneous projects, to maintain a high level of productivity, to meet deadlines under time constraints and continuously shifting priorities, and ensure compliance with all financial and accounting regulations, laws, policies, and procedures.
- Be familiar with, and comply with, specific and detailed safety procedures and practices.
- Work cooperatively and collaboratively with others in support of the mission of UCD.
- Attention to details to maintain a high standard of accuracy and completeness in various functions.
- Stay current with all university, UC Davis, and IET policies and procedures applicable for the major job functions.
- Establish and maintain working relationships with various central campus departments such as Operations and Maintenance, Campus Resources and Space Planning, and Custodial Services to effectively serve as a liaison.
- Attend meetings and participate on campus workgroups and committees as needed, to represent IET and the BOU group's interests.
- Ensures working conditions & working environment meet IET & campus policies & provides a positive & professional atmosphere for staff.
- Ensures direct reports continue to develop and expand their skills, knowledge, & abilities to meet the ever changing needs of IET & its campus clients.
- Ensures relocations & renovations meet requirements & are on time & on budget.
- Ensures IET & its departments meet university policies & CalOSHA rules for workplace safety.