

FLEET TECHNICAL SUPPORT SPECIALIST

DEFINITION

Plans, develops, coordinates, and presents training and warranty programs relating to automotive and diesel operation, diagnosis, and repairs for the District Fleet Maintenance Section.

TYPICAL DUTIES

- Plans and designs internal warranty training programs for Fleet Maintenance Section personnel, including their preparation and method of presentation.
- Conducts training sessions and classes in a variety of automotive and heavy duty systems, such as air brakes, gasoline, diesel, compressed natural gas (CNG) and propane engines, electronic ignition, and vehicle computer systems.
- Investigates reports of maintenance and repair problems and provides technical advice and instructions.
- Maintains and tracks Original Equipment Manufacturer (OEM) recalls and claims.
- Recruits, orients, and evaluates trainers for presentations in automotive and heavy-vehicle operation, diagnosis, and repair.
- Performs, schedules and evaluates the training and progress of Fleet Maintenance Section mechanics in light, medium, and heavy-vehicle repair.
- Reviews manufacturers' technical manuals, publications, and bulletins for application on all types of vehicles and systems.
- Consults and provides written technical vehicle specifications for District vehicles to District users for procurement purposes.
- Maintains and provides training for the District's Maintenance Control and Management System upgrades and warranties submitted from garages to manufacturers and aftermarket suppliers.
- Evaluates system information and generates reports from the Maintenance Control and Management System to ensure procedure and policy compliance of Fleet maintenance garage personnel and proper recovery of warranty reimbursement from manufacturers and suppliers.
- Identifies, coordinates and arranges training resources for Fleet mechanics with manufacturers of all Fleet related vehicle and diesel parts regarding new product information, equipment use, and repair.
- Establishes business relationships and maintains ongoing communication with manufacturers and vendors to expedite warranties, technical updates, and production campaigns as they apply to all Fleet related vehicle maintenance.
- Assists in the preparation and distribution of training material, technical bulletins, product information, charts, and parts lists.
- Facilitates training with local, State, and private agencies regarding mechanic/technician education, training, and product information.
- Provides advice on compliance with local and State agencies regarding Clean Fleet/Emission Rules and Regulations.
- Assists Garage Supervisors and Fleet maintenance administrators to identify training needs and determine methods for effective education and evaluation of mechanical skills.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Fleet Technical Support Specialist plans, develops, coordinates, and presents training and warranty programs relating to automotive and diesel operation, diagnosis, and repairs for the District Fleet Maintenance Section.

The Fleet Maintenance Manager is responsible for supervising Fleet maintenance and repair work of the District and establishing and implementing plans, policies, programs and standards of the Fleet Maintenance Section.

A Garage Supervisor is responsible for the operation of a garage, involving supervision of the repair, maintenance, and servicing of a variety of Fleet and related equipment.

SUPERVISION

General direction is received from the Fleet Maintenance Manager and the Director of Transportation. Technical supervision is exercised over the work of District garage personnel and trainees.

CLASS QUALIFICATIONS

Knowledge of:

- Maintenance, repair, and adjustment of heavy-duty diesel gasoline, CNG and propane-powered automotive and related mobile equipment
- Practices, processes, materials, tools, and machinery used to repair and maintain automotive equipment
- Resource materials related to instructions and training of Fleet District mechanics
- Supervisory and training techniques and practices
- California State Motor Vehicle Code and Federal Motor Vehicle Safety Standards
- Maintenance training, warranty procedures, and record keeping of vehicle maintenance

Ability to:

- Plan, organize, direct, and coordinate training and warranty programs related to Fleet operations for all Fleet District mechanics
- Determine training needs
- Deal tactfully and effectively with District employees, manufacturers, and vendors
- Formulate ideas and express them clearly in oral and written communications or presentations
- Demonstrate and explain proper safety practices, trade practices, and techniques
- Evaluate the effectiveness of instructors, vendors, and Fleet mechanics
- Operate computer terminals and demonstrate basic computer skills in word processing, spreadsheets, and databases

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented with college courses in mechanical engineering, teaching methodology, training procedures, technical writing, transportation management, and computers.

Experience:

Four years of experience as an instructor or supervisor with vehicle diagnosis and technical training responsibilities in the field of heavy-duty vehicle automotive maintenance and repair.

Special:

Completion of the Compliance Assistance Class: Daily Self-Inspection Class for Gasoline Services Station Owners/Operators is required prior to the completion of the probationary period.

An Occupational Safety and Health Administration (OSHA) Forklift Train-the-Trainer certification is required prior to the completion of the probationary period.

A valid California Driver License - Class B with a "Passenger" endorsement. A Class A license is desirable.

Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised
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JPK