

Job Code. 101645  
Position #: (PSA) (E)  
Developed by: .. DL  
Reviewed by..... DLJ  
Approved by;.....LK  
Date....05/10/23

**University of Rhode Island  
Position Description**

**TITLE:** Manager, Computerized Maintenance Management System  
(CMMS), Facilities Operations

**DIVISION:** Administration and Finance (Facilities)

**REPORTS TO:** Director, Facilities Operations

**GRADE:** 10

**SUPERVISES:** Facilities Control Center Staff

**BASIC FUNCTION:**

Responsible for overseeing the Facilities Operations IBM TriRiga Computerized Maintenance Management System, Control Center, and associated staff. Responsible for receiving and processing facility work requests, administering the equipment preventive maintenance/calibration/qualification program in the IBM TriRiga Computerized Maintenance Management System (CMMS). Manage the compilation of data and developing key performance indicators for both customer service and performance evaluation.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Manage work orders in the CMMS system. Ensure proper creation, planning, processing, and closure of work orders.

Develop and maintain accuracy of work order (WO) related data: User Setup, Employees, Shifts, Crews, and Supervisors.

Review WO data accuracy such as equipment on WOs, hours worked (Employee and Vendors), parts usage, WO type, closing codes and WO Comments.

Compile data, analyze and identify trends to help the Assistant Directors operate more efficiently.

Responsible for setup, automation, and optimization of reports utilized for trending and work scheduling.

Work with the Assistant Directors to effect changes based on data analytics.

Develop and recommend policies and procedures for best business process practices with use of CMMS.

Develop metrics to monitor performance which identifies quality and process improvement opportunities.

Develop reports to demonstrate compliance to Key Performance Indicators.

Responsible for the implementation and transition to paperless technology.

Create dashboards to provide real time snapshots of job status, open tickets, time to close for all service and preventative maintenance requests.

Monitor industry trends, makes recommendations of process improvements.

Assist, as required, with materials management process in the Facilities Central Stores.

Ensure assets information is properly recorded, with associated as-built plans and maintenance requirements supplied by Project Managers. Add Equipment to PM Plans, Schedules, and Work Packages.

Work with Facilities team to reduce costs and improve operational efficiencies.

Coach and educate staff on the CMMS functions and best practices for performing tasks. Serve as Tier 1 CMMS support for the Facilities team.

Maintain frequent communication with customers to ensure work orders are completed in a timely manner and resolve any issues that arise. Respond to client requests for information and/or assistance.

**OTHER DUTIES AND RESPONSIBILITIES:**

Perform other duties as assigned

**LICENSES, TOOLS, AND EQUIPMENT:**

Computer Maintenance Management Systems, Personal computers, printers; word processing, database management, and spreadsheet software; Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook), Microsoft Publisher.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**REQUIRED:** Bachelor's degree; Minimum five years' experience working with a CMMS system supporting facility maintenance in a facilities operations setting; Demonstrated experience in Facilities Maintenance analytics (i.e., trend analysis, report writing, and interpretation of maintenance data); Demonstrated customer service skills; Demonstrated computer skills (including word processing, database management, and spreadsheet software); Demonstrated supervisory experience; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated ability to work with and/or provide direction to contractors/vendors; Demonstrated ability to coordinate complex management tasks; Demonstrated ability to interpret institutional policies, plans, objectives, rules, regulations, and to communicate the interpretation to others; and, Demonstrated ability to work with diverse groups/populations.

**PREFERRED:** Bachelor's degree in Facilities Management, Business Information Technology or in a related technical field; and, Demonstrated experience working with IBM TriRiga.

**ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.**