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**Job Description**

**Job Title:** Facilities Technology Associate **FLSA:** Full Time/ hourly

**Department:** Maintenance **Reports To:** Maintenance Supervisor

**Positions Supervised:** None

**Job Summary**

In this position, you will maintain, repair, install, troubleshoot, and support maintenance technology equipment in all Resort buildings and rental properties. Equipment and systems include electronic door locks, thermostats, and cable TV/internet service.

**Duties and Responsibilities**

* Repair, configure, and update equipment such as locks, thermostats and cable TV/internet service working with outside vendors and guests.
* Provide technical support either by phone, remote access, or site visits and lead troubleshooting for errors.
* Consult with vendors and guests to resolve issues in a timely manner.
* Become the Resort’s expert for all locks, thermostats, and cable TV/internet services.
* Maintain records of instructions, policies, and procedures for use in cross-training.
* Complete maintenance tasks and projects, traveling between multiple worksites each day.
* Respond to guest issues regarding maintenance, as needed including but not limited to:
	+ Cable/Wi-Fi troubleshooting
	+ Locks and residence access issues
	+ Thermostat issues
* Establish and maintain open, collaborative relationships with team members and the management team.
* Correspond on a regular basis with your local management team and team members.
	+ Be available and willing to assist your colleagues and management team when necessary.
	+ Provide cross-coverage when necessary to ensure urgent issues are addressed.
* Ensure follow-through on assigned maintenance tasks using the Resort’s in-house assignment system and respond to time-sensitive maintenance needs.
* Coordinate with third-party service providers.
* Follow emergency plans for equipment, power, or security failures when necessary.
* Perform other duties as assigned.

**Skills and qualifications**

* Ability to rapidly analyze issues, establish priorities, anticipate consequences, make decisions, and initiate action.
* Background in maintenance or electronics, comfortable with technology.
* Strong teamwork and interpersonal skills; ability to communicate with guests, staff, and management.
* Great customer service skills including listening carefully,and exercising patience.
* Uses critical thinking to problem solve and multi-task.
* Self-motivated and customer service oriented.
* Ability to see projects through to completion.
* Ability to properly assess problems and provide solutions.
* Ability to work a flexible schedule including weekends and holidays as needed to support the needs of the business.

**Physical Requirements**

This position requires the ability to talk, type, walk and drive regularly, sit and/or stand for long periods of time, and the ability to lift up to 25 lbs.

**Qualifications**

* Prefer 1+ years, including maintenance and installation of some maintenance technology equipment.
* Must have personal cell phone. Use of personal cell phone on the job is required.
* Experience in a hospitality environment preferred.
* Valid driver’s license and personal vehicle required. Use of personal vehicle on the job is required.
* Reasonable comfort level with computers and smart devices.
* Access to the internet and the ability to check your email daily.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_