



POSITION DESCRIPTION

JOB TITLE:	FIELD SUPPORT TECHNICIAN	JOB CODE:	
		PAY GRADE:	SL
DEPARTMENT:	Various Departments	PAY STATUS:	Full-Time/Hourly
REPORTS TO:	Department Supervisor - Various, depending on assignment	REGULAR/SEASONAL:	Regular
APPROVED BY:	<i>Bulah & John</i> , Human Resources Manager	DATE APPROVED:	2/28/2023

I. POSITION FUNCTION SUMMARY:

Under direct supervision of the department supervisor, the Field Support Technician provides manual and semi-skilled labor to the facilities throughout NAPI and/or NIIP, ensuring that work is done in accordance with relevant codes. The Field Support Technician is responsible for assisting with installing, maintaining, and repairing electrical wiring, equipment and fixtures within an industrial setting.

II. ESSENTIAL FUNCTIONS, DUTIES, AND RESPONSIBILITIES:

The following statements are essential functions of this position and not intended to be all-inclusive; rather, they are intended to describe the general nature and level of work to be performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the incumbent, and an employee may be directed to perform other reasonably related job duties and responsibilities. NAPI reserves the right to revise or change the job duties and responsibilities as the need arises, based on business need, and this position description may be updated accordingly. This position description does not constitute a written or implied contract of employment.

General Duties & Responsibilities

1. See DEPARTMENT JOB ASSIGNMENTS beginning on page 2.

Other

2. Works collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
3. Provides information, guidance and resources to diverse groups of customers, clients and others outside of the organization; treats them in a friendly manner with professionalism, helpfulness, respect, courtesy and consideration at all times regardless of circumstances.
4. Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis. Communications technology may, for certain tasks and under certain circumstances, enable an employee to effectively perform some of the work-related duties from home on a temporary basis.
5. Complies with all applicable environmental health and safety policies, procedures and work rules, giving maximum effort to performing job functions in a manner that protects the health and safety of the incumbent, co-workers, and the general public.
6. Performs other duties as assigned and which are deemed necessary or desirable by NAPI.

DEPARTMENT JOB ASSIGNMENTS

This Job Description is intended to be somewhat general in nature with respect to the job family, and as such it does not detail all duties of a particular job assignment. Additional duties, responsibilities, and accountabilities may be assigned to an incumbent in this position depending on the Department Job Assignment.

Operations and Maintenance – Electrical Department

1. Assist O&M electricians in the equipment setup, assembly, and operation for maintenance of electrical equipment, including cleaning, maintaining, and removing/replacing devices and cabinet covers when needed. O&M electricians will ensure that all energy sources are de-energized and locked/tagged out of service prior to starting any maintenance work. (Task will include removing/cleaning dead carcasses from equipment and buss bars).
2. Assist O&M electricians with preventative maintenance on highline electrical systems including switchgears, load centers and transformer banks. Including preventative inspections of equipment to minimize breakdowns and downtime. O&M electricians will ensure that all energy sources are de-energized and locked/tagged out of service prior to starting any maintenance work.
3. Creates and maintains a safe and clean working environment in and around work areas. Clean work area prior to starting each project around electrical equipment such as shoveling, raking, and hauling debris away in a wheelbarrow as needed. (Environmental working conditions are subject to inclement weather, such as snow, rain, wind, and freezing temperatures).
4. Use of electrical/hand tools, cleaning equipment and supplies, such as pressure washer, air compressor and basic household cleaning tools, broom, shovels, mop, etc. to keep the premises clean and sanitary in accordance with Primus standards and USDA GHP/GAP standards.
5. Stresses safety and completes documentation of incidents, accidents, injuries, and property damages, such as operating NAPI owned or leased vehicles (GSA) with care and safety.
6. Assist O&M electricians with loading equipment, materials, and supplies before and after each work shift. Properly and safely prepare work area, which includes layouts, schematics, materials, tools, and equipment.
7. Assist O&M electricians with maintenance of the pumping plants, check structures, control buildings and O&M laydown yard in a safe, clean manner through performance of custodial activities incidental to operations.
8. Assist O&M electricians in maintaining effective communication with supervisor, co-workers, and O&M control center operator to promote a safe and effective work environment to assure goals and objectives are being met and to coordinate maintenance repairs within or between departments.
9. Performs a variety of manual labor to assist department crew and/or other departments within O&M with maintenance when required. (Task will include frequent walking, standing, climbing, and twisting to perform assigned work).
10. Work from elevated locations i.e. – bucket trucks, ladders, scaffolds, or roofs to maintenance/clean electrical equipment/fixtures and replace overhead electrical highline apparatus.
11. Assists in enforcing building security and safety by performing such tasks as locking doors after operating hours and double checking that all electrical/hand tools are picked up and secured in toolboxes to ensure theft/hazards are not created.
12. Assist O&M electricians in layout and installation of electrical wiring, equipment, and fixtures, based on job specifications and local codes

13. Assist O&M electricians in inspecting electrical systems, equipment, and components to identify hazards, defects, and the need for adjustments or repair, and to ensure compliance with codes.
14. Assist O&M electricians in installing, testing, repairing, and maintaining electrical equipment in project substations and pumping plants.
15. Assist O&M electricians in testing electrical systems or continuity of circuits in electrical wiring, equipment, or fixtures. Acquire the use of testing devices, such as ohmmeters, voltmeters, or oscilloscopes, to ensure compatibility and safety of system
16. Assist O&M electricians in diagnosing malfunctioning systems, apparatus, and components using test equipment and hand tools to locate the cause of the breakdown and correct the problem.
17. Assist O&M electricians in disassembling, repairing, installing, assembling, testing circuit fixtures, equipment, and motors.
18. Assist O&M electricians in conducting system operations test and troubleshoot any system failures
19. Assist O&M electricians in replacing all faulty electrical components of machines, such as relays, switches, motors, and position sensing devices, transformers, and magnetic starters with overload relays.
20. Acquire how to Interpret and follow electrical schematics, drawings, diagrams, and codes when working on a project.
21. Acquire proficient use of tools and equipment of the trade.
22. Maintains maintenance records and reports.
23. Acquire operating power and pumping units in accordance with SOP's during emergencies or during loss of communication with the control center.
24. Assist O&M electricians in performing inspection of electrical system, equipment, and devices during day-to-day operations.
25. Assist O&M electricians with troubleshooting and repairing electrical equipment and circuits in the pumping plant, the electrical power distribution systems, and other assigned projects.
26. Acquire in preparing sketches or follow blueprints to determine the location of wiring or equipment and to ensure conformance to building and safety codes
27. Conduct housekeeping within the facility during downtimes or when necessary.
28. Assist O&M electricians to maintain and repair electrical equipment with voltages between 24-volt DC to 480 volts systems.
29. Assist O&M electricians with taking power and pumping units out of service as directed, all electrical equipment that exceeds 600 volts or greater will be done with close supervision from the pumping plant electrician or electrical supervisor.
30. Acquire/assist with operating high voltage switches and related devices in implementing a safe clearance in accordance with Western Area Power Administration (WAPA) procedures. Work will be done with required switchman's training conducted by Western Area Power Administrators, and close supervision from the pumping plant electrician or electrical supervisor.
31. Acquire development and preparing appropriate job hazard analysis prior to projects and coordinates activities to adhere to safety policies and procedures, which include confined space and NFPA 70E practices.
32. Assist O&M electricians with performing scheduled preventive maintenance, such as checking, cleaning, & repairing equipment, to detect & prevent problems.
33. Assist O&M electricians with maintaining equipment logs that record performance problems & repairs. Examines equipment, systems, or facilities, and analyzes information to determine needed installations, services, or repairs.

34. Assist O&M electricians on repairs to equipment's, machines, and defective components, replacing worn parts such as gaskets, seals in watertight electrical equipment, etc.
35. Must be able to work 10 – 12 work shifts when necessary and be able to be on after hour/weekend callout during the irrigation season when an equipment or power failure occurs.

Technical Services Department

1. Inspect completed work to ensure all hardware is tight, antennas are level, hangers are properly fastened, proper support is in place, or adequate weather proofing has been installed.
2. Bolt equipment into place, using hand or power tools.
3. Test operation of tower transmission components, using sweep testing tools or software.
4. Run appropriate power, ground, or coaxial cables.
5. Check antenna positioning to ensure specified azimuths or mechanical tilts and adjust as necessary.
6. Replace existing antennas with new antennas as directed.
7. Install all necessary transmission equipment components, including antennas or antenna mounts, surge arrestors, transmission lines, connectors, or tower-mounted amplifiers (TMAs).
8. Take site survey photos or photos of work performed, using digital cameras.
9. Complete reports related to project status, progress, or other work details, using computer software.
10. Perform maintenance or repair work on existing tower equipment, using hand or power tools.
11. Locate tower sites where work is to be performed, using mapping software.
12. Calibrate and align components, using scales, gauges, and other measuring instruments.
13. Examine malfunctioning radio equipment to locate defects such as loose connections, broken wires, or burned-out components, using schematic diagrams and test equipment.
14. Insert plugs into receptacles and bolt or screw leads to terminals to connect equipment to power sources, using hand tools.
15. Remove and replace defective components and parts such as conductors, resistors, semiconductors, and integrated circuits, using soldering irons, wire cutters, and hand tools.
16. Repair circuits, wiring and soldering, using soldering irons and hand tools to install parts and adjust connections.
17. Test batteries, using hydrometers and ammeters, and charge batteries as necessary.
18. Test equipment functions such as signal strength and quality, transmission capacity, interference, and signal delay, using equipment such as oscilloscopes, circuit analyzers, frequency meters, and watt meters.
19. Turn setscrews to adjust receivers for maximum sensitivity and transmitters for maximum output.

III. POSITION AUTHORITIES AND ACCOUNTABILITIES:

General:

Position has low to no level of line responsibility and very limited authority to make independent decisions over an assigned department or function. A person in this position has a high level of responsibility for a key operation or function.

Budgetary & Financial Resources Accountability:

Position has no accountability for budgetary or financial decisions, and decisions will have no impact on resource utilization or budget within NAPI.

Equipment/Material Management & Accountability:

Position has a minimal level of responsibility for equipment, material, or supplies; proper utilization is required plus accountability for first-echelon maintenance may be required; minimal authority and accountability for purchase within strict policy guidelines may be present.

Confidential and Sensitive Information:

- Incumbent has limited access to sensitive and proprietary company data, including but not limited to services, legal and financial data, and an essential job result is the maintenance of a high level of confidentiality of the information processed by the employee.
- Incumbent has no access to personal and professional data regarding individual employees and their families, and to personal data regarding customers/clients/members and their families and must comply with the Fair and Accurate Credit Transactions Act (FACTA) to keep that data secure and private.
- Incumbent has no access to health data of employees and their families, and to health data of customers/clients/members and their families and must comply with the Health Insurance Portability and Accountability Act (HIPAA), to keep that data secure and private.

Independence of Action; Supervision Received:

The Field Support Technician works under general supervision of the Department Supervisor. Employee works along on routine work and checks with supervisor only when in doubt. Production generally precedes a check on the quality of work. Established methods and procedures are clearly established and general instructions provided.

Supervision Exercised:

The Field Support Technician is responsible for own work, and has no supervisory authority or responsibility, although the Field Support Technician may have functional authority over specific projects or areas of responsibility as specified in this job description or otherwise delegated by the Department Supervisor.

IV. POSITION QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for the position, but is not a comprehensive list. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

Required:

- High School Diploma, GED, or High School Equivalence
- One (1) year of progressive experience in electronic instruments, electrical systems, pneumatic systems, and computer-based process controls.
- Must be able to obtain an EE98J - NM Electrical Journeyman's license with the standard time frame allowable per industry standards.

Preferred:

- College course work in Instrumentation and Controls Technology, or a relative field of study.
- Certificate in Electrical Theory, Industrial Energy Systems, Instrumentation and Controls Technology, or directly related discipline from a recognized accredited educational/vocational training institution
- CDL Class "A / B"

Substitution:

- Additional education or training may be substituted for experience requirements.

Navajo Preference:

Navajo preference will be applied in accordance with the Navajo Preference in Employment Act (NPEA), it is Navajo Agricultural Products Industry's ("NAPI") goal and intention to strictly adhere to the NEPA in all employment practices and hire qualified Navajo Personnel for all positions. Tribal sovereignty support and Navajo preference initiatives are mandatory.

Language Requirements:

Required:

Ability to read and write English in order to understand and interpret written procedures and technical manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from vendors, contractors, supervisors and co-workers.

Preferred:

Bi-lingual (English/Navajo)

Shared Responsibilities:

As a requirement of their employment, all NAPI employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Navajo Agricultural Products Industry.
- Support excellence in our customer service philosophy and deliver excellent customer service both to internal and external customers.
- Adhere to all company policies and procedures.
- Follow all safety policies, guidelines, and work rules, and participate in trainings.
- Practice good stewardship of NAPI property and follow policy.
- Act in a professional manner at all times.
- Function from INTEGRITY, HONESTY, and LOYALTY in all activities concerning NAPI.
- Follow the current NAPI Strategic Plan initiatives.
- Maintain and support a team environment within the workgroup, and with other departments.
- Champion NAPI in the community.

Core Competencies:

Performs the essential functions and elements of this position competently, demonstrating adequate progress throughout the course of the introductory period of employment and continuing throughout employment with NAPI. A variety of personal competencies need to be demonstrated by everyone at NAPI, and include but are not limited to:

- **Quality/Compliance:** Achieving a standard of excellence with our work processes and outcomes, honoring NAPI policies and all regulatory requirements.
- **Customer focus:** Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer or client, rather than on self, department, or organization.
- **Communication:** Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed.
- **Collegiality:** Being helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment.

- Initiative: Taking ownership of our work, doing what is needed without being asked, following through
- Efficiency and Continuous Improvement: Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things
- Coachability: Being receptive to feedback, willing to learn, embracing continuous improvement
- Safety: Comply with and actively support all workplace safety policies and practices.
- Team Player: able to work collaboratively with others in the organization, and to work well with diverse groups of people and gain and maintain respect of others, both inside and outside of NAPI.

Knowledge, Skills and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily the requirements listed below are representative of the knowledge, skill, and/or ability required to perform the essential functions of the position, but are not a comprehensive list:

- Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of design techniques, tools, and principles, involved in production of precision technical plans, blueprints, drawings, and models.
- Knowledge of prediction of physical principles, laws, their interrelationships, and applications to understanding fluid, material, and atmospheric dynamics, and mechanical, electrical, atomic and sub-atomic structures and processes.
- Skill to read, analyze, and interpret highly complex documents
- Skill in self-management; to manage one's own time and the time of others.
- Skill in giving full attention to what other people are saying taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Skill in conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Skill in repairing machines or systems using the needed tools.
- Skill in talking to others to convey information effectively.
- Skill in determining causes of operating errors and deciding what to do about it.
- Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.
- Ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.
- Ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- Ability to apply general rules to specific problems to produce answers that make sense.
- Ability to develop, analyze, and interpret production schedules
- Ability to use a computer and computer programs is required.
- Ability to use search engines, data queries, and assimilate printed information.
- Ability to communicate effectively orally and in writing in English. Navajo language is helpful.
- Ability to be self-directed, developing one's own way of doing things, guiding oneself with little or no supervision.
- Ability to communicate effectively both orally and in written form information and ideas so other will understand.
- Able to be careful about detail and thorough in completing tasks.
- Ability to be persistent in the face of obstacles and being able to accept criticism and dealing calmly and effectively with high stress situations.

- Ability to be pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Ability to be open to change (positive or negative) and to considerable variety in the workplace.
- Ability to thrive in a fast-paced and pressured environment and must be able to shift to other functions and priorities as needed.

Certification, Licenses and Registrations:

- Must have and maintain a current New Mexico, or Arizona driver's license, must have and maintain an NAPI-insurable driving record, and must provide proof of current liability insurance meeting or exceeding State-required minimum coverages.

Training Requirements:

- Must successfully complete all NAPI-required safety and other training
- Must successfully pass and maintain training certification in all state, NAPI, individual-specific, and/or other training requirements of the position and job assignment.
- Additional specific training requirements for this position may be required by NAPI.
- First Aid, CPR, Defensive Driving Course.

Tools and Equipment Used:

- Standard office equipment, including desktop computer and standard MS-Office applications
- Forklift (certification required), Man-lift, Cherry Picker, Scissor Lift, and other specialized equipment depending on the job assignment.
- Must be able to operate a company or GSA vehicle and a two-way radio.
- Must be able to provide own hand tools.

Other:

- In accordance with the conditional offer of employment, individual must pass drug screen, and all NAPI, and other required background investigations.
- Additional drug screening and background investigations may be required depending on the job assignment, or job transfer.
- Must read and acknowledge NAPI's Non-disclosure agreement.

V. PHYSICAL & MENTAL DEMANDS and WORKING CONDITIONS

The physical and mental demands, and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical and mental demands, and working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

NAPI maintains a comprehensive, detailed assessment of the physical and mental demands, and working conditions for this position, which are also included in the incumbent's employment file.

Physical Effort and Demand:

- Moderate to significant physical demand is required to perform the work; an employee in this position frequently walks, stands, climbs, and twists to perform the assigned work.
- Moderate to significant physical demand is required to perform the work; an employee in this position frequently lifts a minimum of 50 pounds.
- Moderate to significant physical demand is required to perform the work; an employee in this position frequently uses hands to finger, handle or feel, reach with hands and arms.

Visual Acuity, Hearing, Speaking, Manual Dexterity:

- Must have visual acuity and manual dexterity to perform timely and accurate data entry.

Mental Demand:

- Effective performance requires continual thinking and attention to work/detail demanded by the Knowledge, Skills and Abilities and essential functions of the job.
- Must be able to work non-standard work hours as required to fulfill job responsibilities.

Environment/Working Conditions:

- Moderate to above average hazardous conditions exist in the work environment. The work environment is pleasant; only minimal negative physical factors exist.
- A moderate to above average number of negative psychological factors exists; these factors must be addressed and considered in the performance of duties and have potential for a negative impact on job incumbents.
- A moderate to above average exposure to hot, cold, wet, humid, or windy conditions caused by weather, depending on job assignments.
- A moderate to above average exposure to conditions such as dust and particles that affect the respiratory system, eyes, or the skin, depending on job assignments.
- A moderate to above average exposure to noise level in the work environment may be loud, depending on job assignments.

Continued on next page.

VI. EMPLOYEE ACCEPTANCE:

By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities and have been given a copy of this Job Description.

Employee – please initial each of these statements below to indicate your agreement, in addition to your signature at the bottom of this page:

_____	I acknowledge that I have been given access to a print and/or electronic copy of the Employee Policies and Procedures Handbook , and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
_____	I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
_____	I understand that neither the Board of Directors nor management of NAPI can guarantee my employment, and that NAPI can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion to meet business needs of NAPI.
_____	I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. To meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by NAPI.
_____	I acknowledge that NAPI also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis and shall be done to meet the business needs of NAPI.
_____	I also certify that I can perform the essential functions of this Job Description either with or without a reasonable accommodation.
_____	I further acknowledge that this Job Description does not constitute a written or implied contract of employment with NAPI.

Accepted and Acknowledged by:

_____ Employee Signature Date

_____ Print Employee's Name

Witnessed by:

_____ NAPI Representative Signature Date

_____ Print NAPI Representative's Name and Job Title