

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 244

PERMIT TECHNICIAN SUPPORT

GENERAL

Performs a variety of advanced, technical support to the permit processing; including residential and commercial plans intake for both paper and electronic submittals, customer counter assistance, permit tracking, land use file submittals, plans review coordination and other technical duties in support of the receipt, processing and recordkeeping functions of the City's permitting section. Provides information and assistance to customers in applying for and interacting with the City ePlan system.

EXAMPLES OF ESSENTIAL DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Coordinate software problems & actions with IT Department and Building Department.
- Provide technical support and assistance to permit applicants for ePlan.
- Resolve internal issues that arise with ePlan and NaviLine at division level.
- Develop and maintain an online video classes and live presentations to customers as needed on ePlan.
- Assist in the revamp and development of the Building Inspections website.
- Assist all Building personal with technical support with their devices, tablets, phones, connectivity and data management (creating and maintaining logs).
- Training and assisting Building personal who are unfamiliar or new to ePlan and SunGard (NaviLine) software.
- Develop and maintain a property addresses management system.
- Update owner information and address records in NaviLine
- Research new products and solutions that would enhance technology use within the Development Services Department as a whole.
- Create instruction manuals and guides for the ePlan software, as well as update existing guides new software versions.
- Assist in the deployment of assets and features to various internal users.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of codes and local ordinances as they relate to responsibilities.
- Knowledge of Building construction, engineering, or land use planning principles and practices.
- Knowledge of Record and bookkeeping systems.
- Knowledge of Mapping and basic engineering principles and plans.
- Knowledge of Legal descriptions.
- Ability to read and interpret legal descriptions and complex plans and maps.
- Ability to serve in a lead capacity including delegating and reviewing the work of others.
- Ability to establish and maintain effective working relationships with employees, customers and others.
- Ability to communicate effectively, both orally and in writing.
- Ability to perform mathematical calculations.
- Ability to establish and maintain accurate records.

- Ability to operate office equipment such as office computers and calculators as well as the automated permit tracking system.
- Ability to operate the ePlan Review software
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies. A strong understanding of ethical behavior is required.
- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.
- Ability to maintain regular and punctual attendance.

MINIMUM QUALIFICATIONS

High school or GED, plus one to three years of technical support experience related to building permit processing including one year of experience assisting customers at the counter accepting applications. Work experience must also include online computer systems and personal computer hardware and software products.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, sitting, and pulling.

SPECIAL REQUIREMENTS

Possession of a valid, appropriate driver's license and an acceptable driving record.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Bargaining Unit: Bargaining

FLSA: Exempt

Classification: 24/42

Location: Development Services/Building Department

GERS: Regular Class