

**Property:** Greater Cleveland Aquarium  
**Department:** Curation  
**Job Title:** Life Support System Technician

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**Reports to:** Senior Aquarist

### General Summary of Job Duties

The Life Support System Technician monitors the functioning of critical life support systems. The position performs protective security of the animal collection and facility while being able to recognize, troubleshoot, report and coordinate responses to situations as needed.

### Principle Responsibilities and Duties

- Maintain a high quality of guest service according to Jacobs Entertainment, Inc. Mission Statement and F.A.S.T. Track Values Statement.
- Conduct routine visual inspections on all life support and facility systems
- Responsible for maintaining a safe and secure environment by being alert to potential threats through patrols, responding to alarms and incidents
- Troubleshoot problems and make informed decisions during response
- Perform inspections, preventative and corrective maintenance, cleaning and repair as needed to keep LSS equipment in excellent working condition and appearance
- Maintain complete and accurate records and enter into database
- General custodial duties such as cleaning floors, surfaces, laundry, restock consumables, collect and dispose of trash and recycling
- Keep a supply and inventory of common supplies and replacement parts
- Follow and maintain all safety policies and procedures
- Routine cleaning of life support areas to provide a safe work environment
- Mix the salt water
- Perform checks and calibration of lab equipment
- Perform and record basic water quality testing, ensure appropriate collection and handling of samples
- Conduct system maintenance such as vacuuming, backwashing, filter maintenance, cleaning acrylic, scrubbing decor, cleaning filter materials and water changes
- Provide adequate written and verbal communications across shifts
- Work closely with the team and support the work of the Curation department to keep the animal collection healthy and safe
- Observe animal behavior and report abnormalities
- Required to carry the facility's cell phones and respond when working as the dedicated onsite employee
- Required to stay within the building while on shift and during breaks when working as the dedicated onsite employee
- Maintain a positive and professional demeanor during all interactions with guests, fellow employees and vendors
- Maintain an open line of communication with supervisors and accept performance feedback in a professional manner
- Regular punctual attendance for all scheduled shifts is considered an essential function of the job
- Assist with life support system and building projects
- Perform other duties as assigned by facility

### General Job Responsibilities and Duties

To perform the job successfully, an individual should demonstrate the following F.A.S.T. Track Principles:

- **FRIENDLINESS**
  - Offer a warm greeting to everyone you encounter with a smile and eye contact.
  - Practice mutual respect by dealing honestly in all interactions.
  - Use genuine listening skills and offer sincere responses.
  - Promote positive interactions with both external and internal guests through sincere greeting and communications.

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- Be approachable, listen and lead by example.
- **ACCOUNTABILITY**
  - Be proactive and positive.
  - If I don't know, I'll find out and if we don't have it, I'll try to get it.
  - Manage staff effectively with timely reviews and address performance issues.
  - Support and practice the F.A.S.T. Track Principles from the executive level to the front line staff level.
  - Acquire knowledge, training and education. Communicate it to all employees.
- **SERVICE EXCELLENCE**
  - Anticipate our guests' needs before they ask.
  - Contribute ideas and solutions to improve customer service.
  - Escort our guests rather than point.
  - Take personal pride in the quality of your work.
  - Actively seek feedback from our guests concerning our service and atmosphere.
- **TEAM WORK**
  - Share and explain information.
  - Involve managers and employees in business development decisions and cost savings initiatives.
  - Great teams consist of great performers.
  - Create a culture of two-way communication with employees and guests.
  - Be courteous, kind and patient with each other.

### **Skills, Education and Other Requirements**

- Organized and self-motivated working effectively with limited supervision
- Ability to learn quickly through hands-on experience
- Knowledge of life support system equipment such as pumps, filters, fractionators, UV sterilizers, heaters, ozone systems, control equipment, lighting controls, generators, plumbing and electrical is preferred
- Animal husbandry experience is preferred
- Must have working knowledge of freshwater and saltwater chemistry and how it relates to aquatic animals
- Knowledge of proper laboratory and biosecurity techniques
- Strong verbal, written and interpersonal communication skills
- Must be able to tolerate stress, follow emergency procedures and make immediate decisions concerning the safety of animals
- Knowledge and ability to use hand and power tools
- Follows safe practices, protocols and precise directions
- Attention to details, resourceful and efficient multi-tasker
- Ability to troubleshoot complex problems in a broad range of systems
- May be required to respond to facility in emergency situations
- Ability to lift/move 65 pounds, climb ladders/stairs and work in tight spaces
- Must be flexible in shift times, work weekends and holidays
- Work schedule is an average of 28 hours per week, with working hours within 12:00am-8:30am
- Complete First Aid/CPR training provided by the company when available
- Bachelor of Science degree in related field or certification/training in one of the following fields: mechanical, electrical, plumbing or security is desired

### **Required Work Cards**

- Identification that establishes identity.
- Identification that establishes the right to work in the United States.

### **Machinery, Work Equipment, Programs, Software, Hardware Used**

- PC with Office Suite of programs

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**Physical Requirements of Job**

**Rarely** – the activity is performed from 1% - 25% of the duration of the shift.

**Occasionally** – the activity is performed from 26% - 50% of the duration of the shift.

**Frequently** – the activity is performed from 51% - 75% of the duration of the shift.

**Continuously** - the activity is performed from 76% - 100% of the duration of the shift.

**Not Applicable (N/A)** – this activity is not performed during the performance of this job.

Activity	Frequency of Occurrence				
	Rarely	Occasionally	Frequently	Continuously	N/A
<b>Standing</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Sitting</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending (from waist)</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Stooping</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Crouching (squat)</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Balancing</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Working Overhead</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Driving</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reaching</b>					
Below Knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist to Knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At Waist Level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist to Chest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chest to Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Above Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climbing</b>					
Stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
# of Stairs	6-20				
Ladders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Height of Ladder:	up to 8 feet				
<b>Pushing</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance Pushed:	varies				
Ave. Weight Pushed:	up to 65 lbs				
How Pushed:	use of cart				
<b>Pulling</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance Pulled:	varies				
Ave. Weight Pulled:	up to 65 lbs				
How Pulled:	use of cart				
<b>Lifting from -</b>					
Floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knee	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Items Lifted:	equipment, supplies, tools etc				
Distance Lifted:	varies				
Ave. Weight Lifted:	up to 65 lbs				
How Lifted:	by hand				
<b>Carrying</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Items Lifted: equipment, supplies, tools etc  
 Distance Carried: varies  
 Ave. Weight Carried: up to 65 lbs  
 How carried: by hand or cart

**Twisting**

Upper Trunk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lower Trunk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Dexterity Requirements:**

	<b>Yes</b>	<b>No</b>		<b>Yes</b>	<b>No</b>
Fingering (picking, pinching, fine movements)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wrist Motion (repetitions, flexion/rotation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handling (holding, grasping)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Feet (foot pedals)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Environmental Conditions**

The work environment characteristics described here are representative of those a Employee encounters while performing the essential functions of this job.

	<b>YES</b>	<b>NO</b>		<b>YES</b>	<b>NO</b>
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work in high or precarious positions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wet or humid conditions (weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Power equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme temperatures (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme temperatures (weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Electrical hazard	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk on concrete	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vibrations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walk on uneven surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Chemical hazard	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Slick or slippery surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exposure to noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contact with natural gas & other compresses gasses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fumes or airborne particles (including cigarette smoke & dust)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Works alone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work with bio-hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cramped quarters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Possible exposure to bio-hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**ACKNOWLEDGEMENTS**

**Employee Acknowledgement**

By signing this form I understand and acknowledge understanding of the job description for a LSS Technician. I further acknowledge I am able to perform all functions, duties and physical requirements related to the position of a LSS Technician. Additionally, I understand further functions, duties and/or physical requirements may be subject to change depending upon management discretion and that the preceding job description has been designed to indicate the general nature and level of work performed by Employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**Following to only be completed when issued in conjunction with  
Workers Comp or an ADA Accommodation Request.**

**Physician Acknowledgement – Without Restrictions**

By signing this form I hereby understand that the attached Job Description describes the average work situation for the above mentioned Employee to **full duty without restrictions** based on the information contained in this job description for a LSS Technician.

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\_\_\_\_\_  
Physician Name (please print)

\_\_\_\_\_  
Physician Signature

\_\_\_\_\_  
Date

**Physician Acknowledgement – With Restrictions**

If full duty release is not possible, I have noted on this form categorically the restrictions I recommend.

\_\_\_\_\_  
Physician Name (please print)

\_\_\_\_\_  
Physician Signature

\_\_\_\_\_  
Date

**ADDITIONAL COMMENTS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_