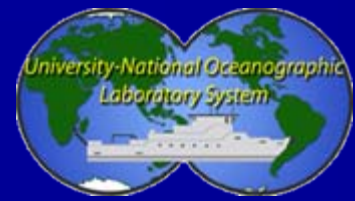




2009 RVTEC Meeting, Seattle, WA
Technician Recruitment and Retention





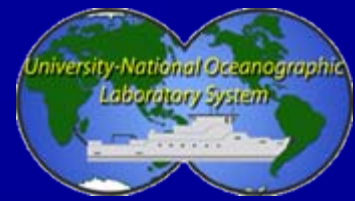
Technician Recruitment and Retention



- **Workshop - Austin February 2009**

- Key topics discussed:**

- Aging Workforce
 - Increasingly complex work environment
 - Finding well suited personnel that have potential and desire to work at sea
 - Adding flexibility to our SOP regarding providing high quality tech support at sea
 - Increasing technical support footprint at sea



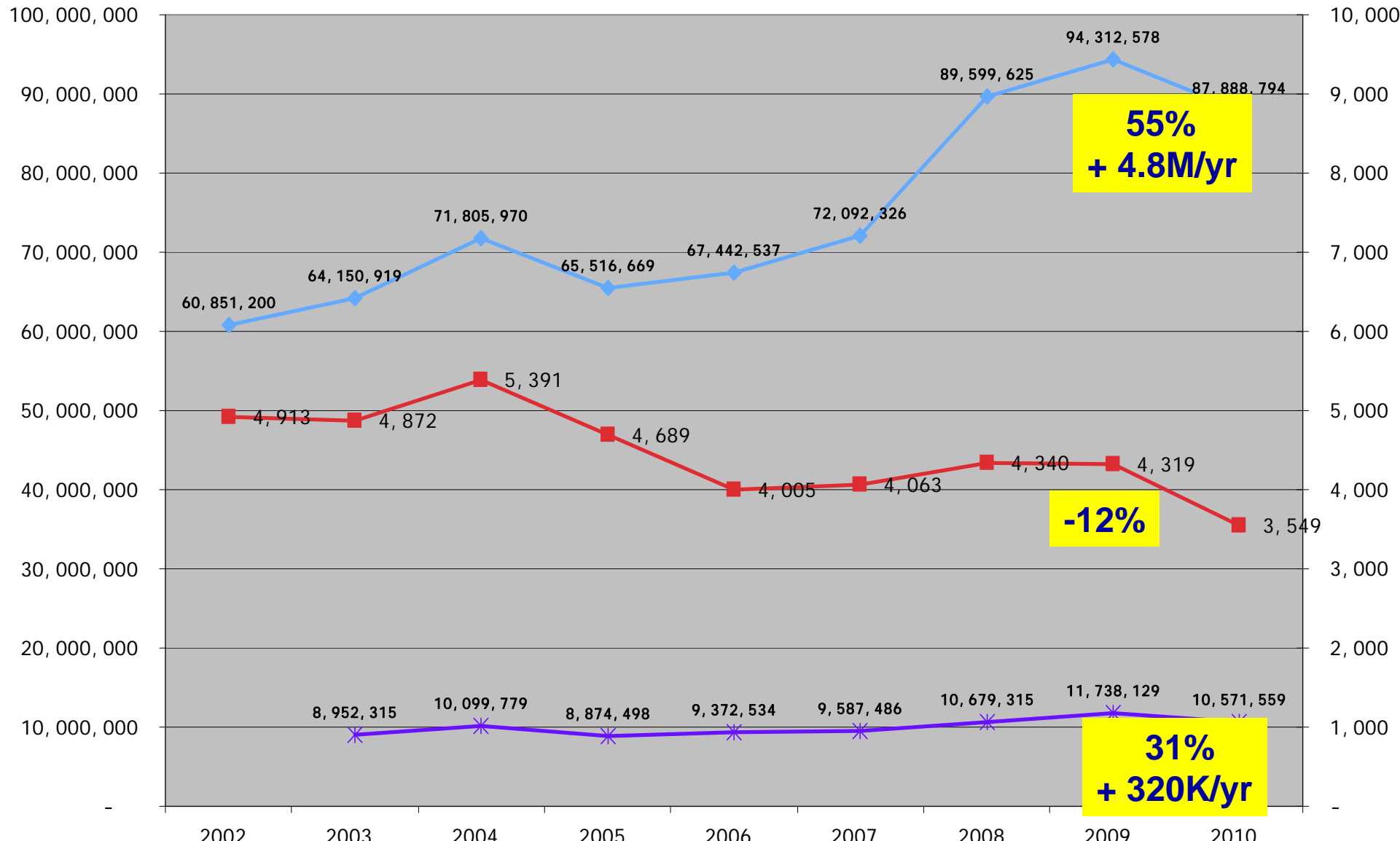
Technician Recruitment and Retention



Action Taken:

- With feedback from NSF and community, UNOLS proposed and was funded to add one full time staff member to the UNOLS Office to conduct and manage a two-year pilot program.

Cost Trends and Operating Days, 2002-2010



**55%
+ 4.8M/yr**

-12%

**31%
+ 320K/yr**

◆ Total Operating Costs * Total Tech Costs ■ Operating Days



Technician Recruitment and Retention



- Investment into Marine Technical Services has lagged behind all other aspects of ship operations
- That will continue to be the case until a well researched and defined program of improvement across the fleet can be proposed
- This idea will have to compete with money within GEO/OCE
- Our expectation is that this initiative will lay the groundwork for making such a case and that it will ultimately increase the technical footprint at sea and improve the quality of that support

What's the Plan?



- The plan is **not** to change the way we do business but to “**augment**” existing support structures
- Evaluate all Institution’s Technical Operations in order to better understand shipboard and shore side duties and operation.
 - What are the at-sea technicians called?
 - What are their standard at-sea duties?
 - How are technicians paid? (Base, OT, Sea Pay, Comp Time)
- Create a better system for exchange/sharing of full-time technicians
- Establish a data base of contract technicians not currently working within the fleet that could sail of cruises as needed (tech Pool) and a mechanism to hire them
- Evaluate ship schedules for potential problems with staffing and recognize opportunities to increase the level of technical support when possible
- Develop and implement a training program for technicians with a focus on increasing versatility and skill level

More of the Plan

- Create standard job titles and job descriptions throughout the Fleet (?)
- Work with UNOLS office and Institutions to get an accurate representation on-line for the Fleet's shared-use equipment.
- Work with the NSF Program Manager to revise the Technical Support Proposal Guidelines. Less 'pulpy' proposals
- Visit the UNOLS Institutions to discuss the implementation of the Technician Pool concept with the Operators and establish working relationships with the Technical Managers of the fleet .
- Establish mechanism for better documentation throughout the fleet
- Develop a template for a Cruise Support Plan which in essence will be a contract between the Institution and the PI as to what the at-sea support will be in terms of equipment and instrumentation provided, technical support and schedule.
- Increase the visibility and information about jobs on Academic Research Vessels and explore establishment of an internship program.
- Provide the fleet a resource that was heretofore unavailable

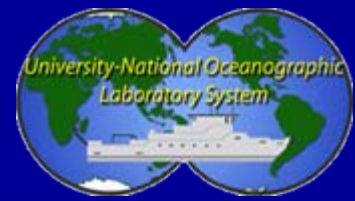


Technician Recruitment and Retention



Requirements for the Position

- Extensive background in the oceanographic research field with combined experience as an at-sea technician, marine operations/Technical Support manager, and possess a strong science background.
- Good understanding of technical issues.
- Understanding of personnel and human resource policies and procedures.
- A strong background in Project Management
- Understanding of research vessel schedules and cruise planning.
- Ability to maintain accurate and up-to-date records and information using databases and information systems.



Technician Recruitment and Retention



- **Candidate: Alice Doyle**

- Research Associate- Bermuda Biological Station for Research 1991-1996
- Senior Assistant Supervisor- USAP/Palmer Station- 1996-1997
- Supervisor-Marine Laboratory Operations-Antarctic Support Assoc. 1997-2000
- US Southern Ocean GLOBEC Science Coordinator-Raytheon Polar-2000-2002
- Marine Superintendent-Raytheon Polar Services- 2002-2008
- Consultant/Subject Matter Expert/ ITT-2008-2009
- Certified Project Management Professional

Time Line

Jan – March 2010

- Begin to understand structure of Academic Fleet Technical Support Programs.
- Participate in evaluation of Tech Support Proposals.
- Prepare documentation regarding how various Institutions do business. Begin contact with Tech Managers.
- Begin assembly of database for Tech Pool.
- Receive training at LDEO for R2R

March – June, 2010

Begin visits to Institutions to discuss and/or provide the following :

- schedules and technical support needs
- R2R training and implementation
- Establishment of the fleet wide shared-use inventory
- Current and proposed training programs for techs
- Documentation needs. Do we need a Tech Writer for the fleet?

June, 2010

- Meeting in DC with NSF, RVTEC Chair, and UNOLS Exec Secretary to evaluate the pilot program to date and define second 6 months action plan



At the completion of the two-year pilot program it is possible that the program will be **transitioned** from the UNOLS office to a UNOLS Institution or a private company through a competitive proposal process.



- The whole point is to help enable institutions meet their technical support requirements and in the end make improvements to the technical support **where needed**.

- It cannot work without the help/buy in from the people in this room.

- This cannot happen overnight.

