



## POSITION DESCRIPTION APPLICATIONS AND TECHNOLOGY SPECIALIST

DEPARTMENT: Information Systems FLSA STATUS: Hourly

SECTION/GROUP: UAW-Local 867 GRADE: 10

REPORTS TO (Title): Information Systems Manager

SUPERVISES (Titles): N/A

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### POSITION SUMMARY

Under the general supervision of the Information Systems Manager and in collaboration with various departments, is responsible for the planning, management, configuration, monitoring, testing and maintenance of the advanced metering infrastructure (AMI/AMR) and supports utility system applications.

### DISTINGUISHING CHARACTERISTICS

Subject matter expert for all components (software, firmware, equipment, testing, network, communications, collectors, repeaters, and ancillary devices used in operations of the AMI/AMR system, MDMS, and network. Exhibits personal and professional integrity at all times, consistent with the organization's mission and values.

### JOB DUTIES OR ESSENTIAL FUNCTIONS

The essential functions of the position include, but are not limited to the following:

- Actively supports Austin Utilities mission, goals, objectives, and strategies, and promotes them within the utility.
- Ensures the accurate configuration of the Advanced Metering Infrastructure (AMI), Automated Meter Reading (AMR), Meter Data Management (MDMS), and Customer Information System (CIS) data to create and provide reports and analyses for use in improving efficiency in operations and the timely delivery of the billing determinants to the billing system.
- Supports the project management of AMI/AMR metering facilities and collaborates cross-organizational in an enterprise-wide business transformation, ensuring all aspects of the project are achieved.
- Ability to program AMI/AMR metering components with manufacturer's software, maintain appropriate databases as well as the ability to produce analytical data with attained information, manage Meter Data Management System and ensure optimal results from metering integration and Multi-Speak interfaces are essential.
- Monitors the AMI network - MDMS on a daily basis, using the head-end software program to ensure all devices are communicating and the network is functioning. Troubleshoots issues and works with vendor's technical support team to correct problems when necessary.
- Supervises and monitors any repairs that are needed on the system and coordinates with appropriate field personnel in diagnosing and replacing hardware.



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- Works with other departments as necessary to maintain system function, oversees the updating of firmware and associated software applications of endpoints and network infrastructure.
- Programs AMI/AMR metering, components with manufacturer's software, maintains appropriate databases, as well as the ability to report data with attained information.
- Manages Meter Data Management System to ensure optimal results from metering integration and Multi-Speak interfaces. MDMS data will be monitored daily for billing discrepancies, communication errors, high/low values, indication of tampering, and other issues. Works with Customer Account Representatives to identify and resolve errors.
- Supports start-up of new projects, existing projects, as well as planning and coordinating project activities. This will include contractor coordination, creating processes for project deployment, monitoring performance of contractor, and ensuring all aspects of the project are achieved.
- Supports IT department and GIS technician to develop documentation, maintain mobile devices and mobile applications related to collecting AMI-MDMS data, alarming, billing data, infrastructure location information, and field asset data.
- Resolve technical and operational issues related to electric, water, and gas AMI/AMR metering, load management equipment.
- Support as needed, installation, inspection, testing, maintenance and repair of metering equipment and perform other field-related metering services in accordance with departmental procedures, processes and established safety protocol.
- Proactively monitors communication system for optimal performance and initiates appropriate field actions to remedy system malfunctions. Performs system analysis of data, RF transmission network, backhaul, and communication systems for abnormalities and takes action to remedy.
- Manages the read data from the AMI/AMR metering system, analyzes the data, develops custom reports and trends and provides direction for field activity for failed meters and endpoints; works with the electric, water, and gas personnel to receive usage data, alarming, issues, trending, action items information.
- Generate reports and validate data to develop coordinated custom reports to determine best practices for operation, actions, equipment type and placement.
- Tracks equipment failures and documents updates in system database for electric, water, and gas systems.
- Supports the electric, water, gas meters and endpoint inventory; coordinating warranty repair for electric, water, and gas meters and endpoints; performing or directing field repair or troubleshooting; monitoring and addressing meter level alarms.
- Documents resolutions and analyzes trends for ways to prevent future problems.
- Identify and report meter tampering and theft of service.
- Ensure that customer issues related to the metering system are investigated and addressed in a timely manner and provides support to field service staff.
- Interpret, update and develop drawings and documentation for metering equipment and installation of all types.
- Supports as needed substation software applications, including OSI SCADA, SEL Systems.
- Supports as needed meter shop software application packages, such as Yukon.



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- Works with service field personnel, customer service, IT, warehousing, data processing and all crew personnel to ensure the AMI/AMR system operates as needed.
- Support meter inventory, including ordering and testing new meters and disposing of obsolete meters.
- Maintains skills and knowledge in proper techniques for performing job functions. Maintains a clean and safe work environment and recognizes unsafe working conditions. Ensures the proper safety practices, job briefings, and safety attitude at work. Utilizes proper body mechanics and maintains ergonomically correct position in performing duties.
- Assumes personal responsibility for professional development and ongoing education to maintain license, certification, and proficiency as required. Communicates self-development and learning needs to supervisor.
- Performs other duties as assigned by department supervisor and lead technician.

### Peripheral Duties

- Serves as a member of various organizational committees and attends meetings.

[This position may encounter non-public data in the course of these duties. Any access to non-public data should be strictly limited to accessing the data that are necessary to perform the duties. While data is being accessed, this position should take reasonable measures to ensure that non-public data is not accessed by individuals without a work reason. Once the work reason to access the data is reasonably finished, this position must properly store the non-public data.]

### MINIMUM QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the formal education, experience and training required.

#### Education:

- Degree in Engineering, Computer Science, Information Technology, Data Science or related area. Software or Database Administration is desirable.

#### Experience:

- Three (3) years related experience in software applications and communication.
- An equivalent combination of experience and education.

#### Special Requirements:

- Must possess a valid Minnesota Driver's License with an acceptable driving record.
- Strong project management/leadership skills to manage highly complex projects.
- Strong understanding of networking and associated radio technologies (RF and field network deployment experience).
- Thorough technical knowledge of metering and meter-related work practices, tools, at materials, and equipment.
- Experience with emerging technologies.
- Successfully complete modules for the covered tasks required for this position under Austin Utilities Operator Qualification Manual.



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### Knowledge of:

- Automated Metering Infrastructure (AMI) and Automated Metering Reading (AMR) systems.
- Meter Data Management System.
- AMI/AMR system infrastructure and configuration.
- Local, State, and National codes and regulations.
- Knowledge of applicable safety procedures and equipment.
- Knowledge and skill in operation of listed tools and equipment.

### Ability to:

- Respond to trouble and emergency calls.
- Work effectively in the energy, gas and water disciplines.
- Use meter test equipment for the electric system operations;
- Proficient in use of office applications including MS office products Excel, Word, Access, Power Point.
- Utilize computer databases and software in the performance of a wide variety of tasks.
- Ability to work independently and to complete daily activities according to work schedule.
- Ability to facilitate change management.
- Ability to keep accurate records of information and work with detailed information for sustained periods of time.
- Ability to evaluate and recognize hazardous situations and respond and notify others as appropriate.
- Ability to utilize computer, databases, software, computers and mobile technology in the performance of a wide variety of tasks; carry out work assignments as instructed; communicate effectively orally and in writing in the preparation of reports and presentations.
- Communicate effectively orally and in writing in the preparation of reports and presentations; establish and maintain cooperative work relationships with those contacted in the course of work.
- Ability to listen and communicate in an alert, positive, respectful and supportive manner with customers, co-workers, supervisors and other departments and establish and maintain cooperative work relationships with those contacted in the course of work.
- Ability to use and operate equipment and tools properly and safely.
  - Motorized vehicles and equipment including pick-up, electrical testing equipment, and various hand tools.
- Must be physically capable of moving about on construction work sites.

### COMPLEXITY

The overall complexity of this position is moderately high. While performing the normal duties of this job, processes, procedures, or software vary from one assignment to the next. Assignments are still related in function and objective.

### RESPONSIBILITY

#### Supervision

Limited supervision is provided while performing the normal duties of this job.



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This position exhibits no formal supervisory responsibilities but may coordinate work with other individuals as a team member or project lead.

### Impact

While performing the normal duties of this job, this position's work product or services affect the accuracy, reliability, or acceptability of further processes or services.

### REQUIRED PHYSICAL ABILITIES AND WORK CONDITIONS

The physical demands and work conditions described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work involves sedentary to light work. There is frequent need for close vision and ability to adjust focus; sit, handling, fine dexterity, hearing and talking frequently, standing, frequent walking, lifting (up to 10 pounds), carrying, pushing/pulling, reaching and foot controls occasionally; kneeling, crouching, bending, twisting, climbing and balancing rarely. Perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a base-by-case basis.

The above statements are intended to describe the general nature and level of work being performed by individuals employed in this job. They are not intended to be an exhaustive list of all duties and qualifications required of personnel in this job. The employer may and reserves its right to change the job description and establish, modify or eliminate job duties and responsibilities and jobs at its discretion with or without notice.