



## **AMI/IT Field Technician**

AS-IT

Administrative Services

### **JOB SUMMARY**

This position is responsible for assisting in the maintenance and reading of water utility meters; performing technical work involving installation, maintenance, and technical support of advanced metering infrastructure (AMI) components; as well as the installation and testing of personal computer systems, network systems, and communications equipment utilized by the organization.

### **MAJOR DUTIES**

- For any remaining automated meter reading (AMR) transmitting equipment, operates a vehicle along assigned route to read and record water usage data through the use of a radio read device, cellular device or manually; operates computers to receive transmitted reads; manually enters un-transmitted data; locates malfunctioning meters; troubleshoots and makes repairs.
- Maintains and troubleshoots advanced metering infrastructure (AMI) network components to ensure timely delivery of transmitted reads.
- Uploads / downloads AMI system files, prepares and reviews reports; troubleshoots anomalies in data files in order to assist in providing or updating information in the Customer Information System related to meter inventory, meter location, billing files, etc.
- Completes service account maintenance tasks including turning off and locking meter for non-payment; connection of water services for new customers; disconnection of water services for account closures; and re-reads meters as needed.
- Conducts various projects involving installation, maintenance, and troubleshooting of JWSC computer systems and communications equipment; reviews work orders and identifies priorities; schedules equipment repair/maintenance work; assists in planning/scheduling major projects.
- Provides technical support, training, information, and assistance to users of all systems in operation of hardware and software; troubleshoots and/or resolves problems.
- Performs general or clerical tasks, which may include answering telephone calls, entering data into computer, making copies, sending/receiving faxes, filing documentation, delivering components to departments, picking up excess equipment from departments, moving equipment between departments, maintaining salvage equipment, or relocating departments.
- Performs related duties as assigned.

## KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of agency policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in the provision of customer services.
- Skill in the maintenance of files and records.
- Skill in the use of such office equipment as a scanner, fax machine, and copier.
- Skill in oral and written communication.
- Skill in the preparation of reports.

## SUPERVISORY CONTROLS

The supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the results.

## GUIDELINES

Guidelines include agency policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

## COMPLEXITY/SCOPE OF WORK

- The work consists of related technical duties. Inclement weather, field conditions, and frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide technical support for the operations of JWSC. Successful performance contributes to the efficiency and effectiveness of those operations.

## CONTACTS

- Contacts are typically with co-workers, other agency personnel, JWSC employees, vendors, and the general public.
- Contacts are typically to exchange information, resolve problems, and provide services.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, bending, crouching, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office and intermittently outdoors, occasionally in cold or inclement weather.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of a high school diploma or equivalent.
- Possession of or ability to obtain CompTIA A+ certification or industry equivalent within 12 months of hiring.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.