



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.