



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Automated Metering Infrastructure (AMI) Technician
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GENERAL PURPOSE

Under general supervision, performs a wide variety of skilled, journey-level duties in support of the Automated Metering Infrastructure (AMI) team including: reading, building, programming, installing, activating, inspecting, diagnosing, replacing, and routing AMI meters; operates software related to AMI; generates AMI log summaries; submits AMI information to billing system; maintains AMI inventory; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This is fully qualified journey-level classification responsible for providing technical support to the District's AMI program. Incumbents perform the full range of duties, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the AMI Specialist in that the latter performs the more complex work assigned to the series, such as systems and customer relations work requiring greater experience and independent judgment, and for providing training to members of an assigned team.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Meter Services Supervisor. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.

- Performs a variety of skilled duties in support of the Automated Meter Repair (AMI) team including: reading, building, programming, installing, activating, inspecting, diagnosing, replacing, and routing AMI meters.

- Coordinates the installation of water meters with developers and contractors for new development; utilizes portable GPS devices and other programs used to coordinate meter service locations.
- Installs, activates, programs, reads, inspects, diagnoses, routes, and replaces automated meters; programs and assigns water meters and transmitting devices to customer properties electronically.
- Oversees and tracks warranty equipment; inputs data for all meter repairs; scans, tracks, and prepares warranty items for shipping.
- Monitors inventories and stock for all new water meters, repairs, and transmitting devices.
- Uses diagnostics tools to perform trouble shooting duties on all automated meters and determine cause of malfunctions.
- Utilizes AMI software to perform operational duties such as generating log summaries and submitting information to the billing system; generates water usage and validation reports.
- Oversees the fleet inspection program; ensures department fleet safety inspections are performed as prescribed, and that fleet property storage and housekeeping are properly implemented.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Practices, methods, techniques, tools and equipment used in the reading, installation, testing, calibration, maintenance and repair of small, medium, and large water meters that utilize AMI components.
- Methods and techniques of troubleshooting AMI operational issues.
- Methods and techniques of inventory control and warranty tracking.
- Operation and minor maintenance of a variety of hand and power tools and vehicles.
- Pertinent federal, state, and local laws, codes, and regulations relevant to work performed.
- Basic arithmetic.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Diagnose and repair a wide variety of small, medium, and large water meters.
- Use precision and diagnostic instruments to test and calibrate water meters.
- Read and interpret plans, specifications, related construction documents, and maps.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Understand and follow oral and written instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Two (2) years of experience in the installation, inspection, maintenance, and repair of residential, industrial, and commercial water meters.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- A valid California Class A driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field work, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various District sites; and vision to inspect and repair equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds, in all cases with the use of proper equipment and/or assistance from other staff.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Employees are subject to weekend and/or rotating shifts and 24-hour call out.

Eastern Municipal Water District
Job Title: Automated Metering Infrastructure (AMI) Technician
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

*I have received, reviewed and fully understand the job description for AMI Technician.
I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____