

**OWATONNA PUBLIC UTILITIES
POSITION GUIDE**

Position Title: Meter Service worker -AMI Specialist

Date: 10/3/2024

Department: Information Technologies & Metering – Section: Meter Services

FLSA Status: Non-Exempt

Union Position Classification – Outside Union

Organizational Relationship:

Reports to: Supervisor, Meter Services

Supervises: None

Position Summary:

The primary function of this position will be to manage and administer the AMI system, its directly related information, and services, and support the related organization metering data and functionality.

Essential Duties and Responsibilities:

- Ensures the accurate configuration, programming and operation of the AMR and Advanced Metering Infrastructure (AMI) systems and ensure data integrity on both the AMI system and Meter Data Management (MDM) system.
- Manages the read data from the AMI/AMR metering system, analyzes dashboard data from AMI and MDM, assists in the development of custom reports and analytics, provides direction and assists in field activity for failed meters and endpoints; works with the electric, water, and gas personnel to receive usage data, alarm issues, trending, action items information.
- AMI Alarm management, monitoring and configuration
- AMI Interrogation/Troubleshooting (data validation)
- AMI Data analysis
- Work with the Business Analyst Engineer to validate/develop dashboards and reports for the company
- Work with multiple software provider's support staff to resolve issues that arise and improve the integration.
- AMI meter changes(limited), testing, and troubleshooting
- Perform first article testing of new AMI equipment to validate operability with the system
- Responsible for monitoring AMI network infrastructure
- Assist in supporting NISC (iVue) CSM/CIS
- Responsible for monitoring and restoring integration between the AMI system and MDM/CIS
- Facilitate AMI data reporting and extracts
- Responsible for operating, monitoring and maintenance on the Meter Data Management (MDM) system
- Monitor and troubleshoot meter connect/disconnect failures
- Install, program, test and maintain electronic metering equipment for electric, water and gas
- Installation and exchanges of electric meters
- Import AMI/AMR readings to the CIS system, ensures all readings needed for current read cycle are imported
- Water meter exchanges when appropriate to restore communications with AMI network
- Service order creation and completion
- Basic knowledge of water and gas measurements such as CF, CCF and MCF
- Basic knowledge of water and gas meter operation and functions
- Basic knowledge of electric metering theory and application
 - Knowledge of electric measurement quantities including kWh, kVah, kVarh, kW, kVar, kVa
- Responsible for operation and integration of WattNet software with the Customer Information System
- Responsible for the operation of Itron's MV90 software and running reports and aggregations on it
- Other assigned duties as the role evolves

Competencies:

Analytical – Synthesizes complex or diverse information. Collects and researches data. Uses intuition and experience to complement data. Designs workflows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Works well in group problem solving situations. Uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.

Adaptability – Adapts to changes in the work environment. Manages competing demands. Changes approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events. Deals effectively with ambiguity.

Initiative – Volunteers readily. Undertakes self-development activities. Seeks increased responsibilities. Takes independent actions and calculated risks. Looks for and takes advantage of opportunities. Asks for and offers help when needed.

Results – Completes tasks on time or notifies appropriate person with an alternate plan. Sets and achieves challenging goals. Measures self against standard of excellence. Takes calculated risks to accomplish goals. Motivated by personal example of hard work, dedicated to results. Institutes systems to monitor progress, assure sustainable results. Applies innovative ideas. Tries new things to reach challenging expectations and persists until personal and team results are achieved, and commitments met. Continually seeks to improve work results, methods, and quality. Demonstrates accuracy and thoroughness.

Safety – Demonstrates a commitment to safety by following safety rules and guidelines. Meets requirements of 100% participation in safety training.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education: Associates Degree in Computer Science, Information Technology, Data Science or related area, Technical Degree in related field or equivalent work experience.

Experience: Two (2) years of utility meter data experience. Two (2) years of utility system experience (CIS, MDM).

Knowledge:

Language Skills: Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.

Reasoning Ability: Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

Mathematical Skills: Ability to apply advanced mathematical concepts such as exponents, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity.

Computer Skills: Ability to effectively use applications such as the Microsoft Office suite to gather, manipulate, and present data. Ability to understand and communicate basic database information, terminology, and structure. Ability to perform independent technology research for information needed to perform tasks and duties.

Industry Skills: Knowledge and experience with AMI, AMR, and basic knowledge of electric, water, and gas metering. Specific experience with NISC (iVue) and Itron AMI systems a strong plus.

Certificates and Licenses: Valid State of Minnesota Class “D” Driver’s license is required or obtain one within 31 days of employment.

Work Environment:

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

The noise level in the work environment is usually moderately quiet and work is performed both indoors and outdoors. There can be extreme noise and exposure to extreme hot and cold. See Physical Job Analysis form for details.

Position Essential Physical Requirements:

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

See Physical Job Analysis form for details.

The duties listed above 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.

The Position Guide does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of Owatonna Public Utilities and the requirements of the job change.