

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Work Phone:

2. Class Title (i.e. payroll title):  
Comp Group 16; Range 14

3. Working Title (if any):

Field Service Analyst

4. Name & Class of First-Line Supervisor:

Customer Service Manager

Work Phone: 608.266.4656

5. Department, Division & Section:

Water Utility, Customer Service

6. Work Address:

119 E Olin Avenue

7. Hours/Week: 38.75

Start time: 7:00 am      End time: 2:45 pm

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

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10. Position Summary:

This is specialized field contact with customers, inspection of new and existing work, and Advanced Metering Infrastructure (AMI) system analysis. Responsibilities include evaluating the day to day health of AMI system, resolving non-responsive endpoints, inspecting water meter and endpoint installations, endpoint mitigation, responding to customer questions and complaints, resolving water use questions and complaints, working with plumbers and contractors to assure compliance with Water Utility standards, reporting to co-workers and Utility Staff. This position works independently under the general supervision of the Customer Services Manager.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

40%    A. AMI System Analyst

1. Network Administration Application (NAA) User - responsible for using the system daily to help configure operation of the system and run reports to analyze data including; water

usage, leak and tamper alarms, on demand readings, non-reporting endpoints, and diagnostic checks of the system.

2. Network Performance Application (NPA) User - monitor overall Fixed Network system health, Cell Control Unit (CCU) health, and endpoint reading statistics, on a daily basis. The NPA user may also be involved in route acceptance and other network configuration tasks
3. Meter Data Manager (MDM) User – Responsible for generating Analytical, Operational and Configuration reports of the AMI system for review and analysis. Create reports to run trending analysis, usage & variance analysis reports as needed.
4. Create groups of customers, meters and accounts based on individual Water Utility personnel needs
5. Provide support of MDM software operation to co-workers

30% B. Water Meter & Endpoint Investigations

1. Install new water meters and endpoints
2. Perform semi-skilled and responsible public contact duties related to meter reading, billing complaints, and operations. Provide information and resolve problem.
3. Investigate water leak alarms, high/low water consumption. Determine sources of water leaks and assure property-owner notification of responsibilities for water service installation and/or take appropriate action on behalf of the Water Utility.
4. Inspect residential and commercial properties in response to questions or complaints about water service (e.g. high consumption of water, water hammer, unpalatable or dirty water) and explain recommended actions and requirements to resolve problems.
5. Make periodic inspections of water meter installations
6. Inspect water connections in buildings, internal plumbing and appliances.
7. Turn water service off and on
8. Investigate and mitigate non reporting endpoints.

20% C. New Construction Inspections

1. Work with Water Utility Engineering Department on determine the right size water meter for new construction.
2. Inspect new commercial, industrial, and residential services for correct set-up for meters and installation according to plumbing codes

10% D. Field Deployment Manager (FDM) User

1. Responsible for configuring the FDM tools by logging on to Itron's FDM Tools Server
2. Responsible for configuring and managing the FDM work order system
3. Use FC 300 handheld unit for completing field investigations
4. Keep records of service inspections in FDM software.
5. Other duties as assigned.

12. Primary knowledge, skills and abilities required:

Working knowledge of water service and distribution systems. Working knowledge of the methods and techniques involved in installing and removing water meters and in making comprehensive inspections for leakage or other causes of excessive water consumption. Knowledge in operation of AMI system including NAA, NPA, MDM and FDM software. Knowledge of the causes of dirty or red water and knowledge of remedies. Ability to carry out oral and written instructions and to work independently without supervision. Ability to read paper and computer field maps of distribution system and locate water services. Ability to accurately read meters and to compute consumption and water bills. Ability to convey Public Service Commission rules and regulations, plumbing codes, and utility specifications to consumers. Ability to establish and maintain effective public relations with water service patrons, and co-workers. Ability to deal tactfully and courteously with water consumers. Ability to detect water leaks and to make recommendations for appropriate corrective measures. Ability to check residual water pressures and make recommendations as to appropriate corrective measures. Ability to read, interpret and apply complex Public Service Commission rules, regulations, and other codes as appropriate. Ability to operate a motor vehicle. Ability to maintain adequate attendance.

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13. Special tools and equipment required:

14. Required licenses and/or registration:

This position requires possession of a valid Driver's License. You are required to complete a Driving Supplemental Application for City of Madison Positions Requiring a Commercial Driver's License (CDL) and/or Driver's License

15. Physical requirements:

Ability to climb ladders and stairs. Ability to lift up to 50 pounds. Incumbents will be expected to travel throughout the City of Madison. This will involve extended periods of time driving a vehicle and operating a hand-held reading device. Incumbents will be expected to drive in a variety of weather conditions, including snow, sleet, rain, and possibly slippery conditions. Incumbents will be required to physically access water meters on private property

16. Supervision received (level and type):

17. Leadership Responsibilities:

This position:  is responsible for supervisory activities (Supervisory Analysis Form attached).  
 has no leadership responsibility.  
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.  
 I have been provided with this description of my assignment by my supervisor.  
 Other comments (see attached).

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EMPLOYEE

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DATE

19. Supervisor Statement:

I have prepared this form and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).  
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).  
 Other comments (see attached).

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SUPERVISOR

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DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.