



CITY OF POCA TELLO

CLASSIFICATION SPECIFICATION

Utility Data Technician

Department: Water Reports to: Water Superintendent Pay Grade: H11
Date Established: 7/2017 Date Revised: 7/2017 FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Utility Data Technician provides technical data support and program assistance for the efficient daily operation, maintenance, troubleshooting, and repair of the City's culinary water distribution/production, wastewater collection, and stormwater facilities. This position manages and administers utility system databases, records, and maps as part of the City's infrastructure and asset management programs. The position analyzes system data and reports analysis results to support preventative maintenance or capital improvement programs.

The job requires knowledge of the methods, practices and techniques of data quality control and assurance, as well as data collection and records management, including but not limited to, assets, inventory and work maintenance history of the water system. The job maintains the database setup for workflow, security, permissions, and operations of the Water Department work order program, tracking material, employee hours, and equipment hours expended in systems operations, maintenance, and construction. This position tracks, monitors, and enforces the Water Department cross connection control and water conservation programs. Records annual test results of backflow prevention devices from local certified testing agencies. Reviews testing results for compliance with cross connection control program and provides written correspondence or notification letters to customers.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment includes an office, public buildings, and a field environment. The field environment may include exposure to adverse weather, and working in high traffic areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Maintains and updates utility system databases, maps, and records as part of the City's infrastructure management program. Maintains a current computerized GIS map of culinary water system, and/or sanitary sewer system lift and pump stations, lines, and systems, updating as changes and additions are made. Inspects new and replacement projects, ensuring the accuracy of changes to maps and the database.

Maintains a comprehensive computer based preventive maintenance and asset management system for developing, analyzing, scheduling and tracking work orders, equipment history, equipment replacements, fixed asset and vehicle fleet records including titles and registrations. Maintains and tracks data records on the City's utility systems including, but not limited to, assets and inventory. Performs data analysis and reporting to review preventative maintenance programs effectiveness or further justify capital improvements.

Review related construction plans and provide technical support to the engineering department and inspection staff when needed. Collaborates and confers with developers, engineers, contractors and the general public; provides information and assistance; interprets and explains laws, codes and regulations related to department activities; provides cost estimates and schedules work requests. Serves as a liaison between the Water and/or WPC Department and Engineering staff in order to provide data records and/or information to support decisions and recommendations of capital improvement projects.

Performs advanced analysis of work databases to ensure accuracy and quality control for field entered data. Develops custom reports for annual activity tracking and construction project accounting. Perform a variety of related office or field task to gather, analyze and record data; prepare a variety of memos, letters and other correspondence. Produces and plots maps, charts and related graphics for presentations.

Works with Departmental staff to identify goals, objectives and requirements for Departmental data or reporting using interviews, research, task and workflow analysis. Researches conflicting/inaccurate data by performing detailed inspections of data for accuracy and quality. Identifies data errors, programming errors, and other deficiencies, and makes modifications/corrections as appropriate. Tracks, monitors and enforces the Water Department cross connection control program by recording certified test results and issuing recertification letters to utility customers in order to maintain compliance with State laws and regulations. Manages and administer database setup for workflow, security, permissions, and operations of the Water Department work order program (Lucity), tracking material, employee hours, and equipment hours expended in systems operations, maintenance, and construction for project accounting. Configure, troubleshoot, and customize, mobile computer devices with software or applications for field personnel. Develops informational and educational materials and participates in community education programs explaining and demonstrating the operations of the City utility systems, including the water cross connection control, and water conservation programs. Maintains department fixed asset and vehicle fleet records, including titles and registrations.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

Knowledge of:

- Asset management and work maintenance software programs;
- Methods, techniques, and objectives of public utilities systems data collection, documents, records, maps, and related information;
- Operation of specialized computer and mapping equipment, software, and programs to collect and maintain data, maps, and documents relating to public utilities infrastructure;
- State, federal, local, and other applicable building, safety, health codes, and regulations;
- GIS and other data collection and computer mapping systems;
- Crystal Reports or other custom report writing software applications;
- Cross Connection Control principles and regulations;
- Customer service methods and techniques;
- Operation of standard office equipment;
- Operation of a personal computer and job-related software applications.

Skill and Ability to:

- Manage and administer database setup for workflow, security, permissions, and operations of the Water Department work order program (Lucity), tracking material, employee hours and equipment hours expended in systems operations, maintenance and construction for project accounting;
- Continuously update the GIS mapping and infrastructure databases;
- Train coworkers with workflow and data entry procedures;
- Provide general cost estimates for utility work requests;
- Read maps, site plans, diagrams, blueprints, and related documents;

- Respond to public inquiries for information and provide assistance on Department ordinances and requirements;
- Perform mathematical calculations in the compilation and organization of data;
- Adapt to changing technologies and learn functionality of new equipment and systems;
- Operate standard office equipment;
- Operate a personal computer and job-related software and applications specific to duties;
- Work on multiple projects, set priorities, and allocate resources for project completion;
- Work independently and exercise initiative, with general guidance and supervision;
- Use effective judgment to make sound and reasonable decisions and problem-solving skills in accordance with laws, ordinances, regulations and established policies;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED; and
- Associates Degree or two (2) or more years of post-high school technical training is preferred;
- Two years of progressive experience and proficiency with asset and work order management systems;
- Idaho driver's license is required.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, and work in an office and field environment, which may include construction sites. The job requires hand/finger dexterity to keyboard or type, handle materials, manipulate tools, and reach with hands and arms. The job requires operation of job-related equipment and driving a vehicle. The employee must occasionally lift and/or move up to 30 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.