AMI Systems Analyst II

Job Code	20000947	Job Family	Technology	Professional / Knowledge Worker	
Department	AMI Technologies	Reports to	Mgr AMI Technologies	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2055	This Job is a Lead	No
Last Updated	12/1/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Provides support for the operation of the Advanced Metering Infrastructure with specific focus on the AMI Head End System (HES) and the Meter Data Management System (MDMS). Ensures that AMI meter readings, meter alarms and meter controls are complete and accurate within established parameters and are delivered within agreed upon timeframes.

Accountabilities

Accountability #1
Support in maintaining the public's confidence in the quality of Advanced Metering Infrastructure by ensuring departmental expertise and a detailed understanding of the systems, processes and programs of the Advance Metering Infrastructure, keeping abreast of technological developments impacting AMI systems and recommending changes warranted by these technical developments; providing technical consultation to the District's management personnel, including presentation of feasibility and status of AMI systems reports, project cost estimates and economic analysis, technical alternative cost-benefit analysis, and similar responsibilities.

Accountability #2
Leverage technology and prudently managing costs to deliver outstanding value to our customers by contributing to the development, implementation, and completion of the design and architecture of the Advance Metering Infrastructure systems by supporting configuration, development and/or integrations with District systems, coordinating and developing work processes and standards as they relate to AMI systems, and similar responsibilities.

Accountability #3
Demonstrate outstanding value relative to cost to our customers by supporting operational excellence of the Advance Metering Infrastructure systems, assisting in end-to-end testing of AMI-related systems and processes, working closely with Metering, Telecommunications and ITS to troubleshoot and resolve AMI system performance issues, working closely with Customer Service, Customer Accounting and ITS to resolve data quality issues, assessing system risks and assisting in developing mitigation plans, and similar responsibilities.

Accountability #4
Provide powerful partnerships that serve as a valuable resource for our internal and external customers, partners, and stakeholders by assisting in services to enable the utility of the future by preparing communications, education, outreach, and activities between internal Departments/Divisions at various levels of the organization, assisting in preparation for management

briefings with the Manager and District Senior Management to ensure effective communication about project scope, budget, and status, providing support during storm responses or major emergencies, and similar responsibilities.

Accountability #5
Contribute to a highly effective team by providing a collaborative and continuous improvement work environment, developing the training materials for internal and external District employees, developing the testing material for accuracy and applicability, and similar responsibilities.

Accountability #6

Accountability #7

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum **Required Education and Experience:**
>   Bachelor's Degree in Engineering, Computer Science, Business, Public Administration, or related field, AND
>   Two (2) years directly related and progressive Engineering, AMI Technologies, Operational Technologies or IT experience;
>
>   OR
>
>   Six (6) years directly related and progressive Engineering, AMI Technologies, Operational Technologies or IT experience.

Preferred **Education and Experience:**
>   Bachelor's Degree in Engineering and/or Computer Science

Qualifications – License(s) and/or Certification(s)

Minimum **Required License(s) and/or Certification(s):**

Preferred **License(s) and/or Certification(s):**

Qualifications – Skills and Abilities

Minimum **Required Skills and Abilities:**
>   Meter reading data.
>   Basic principles, practices, methods, analysis, equipment, and techniques in computer technology.
>   Computer applications including word processing, spreadsheets and databases.
>   Customer service techniques and practices.
>   Analyze data.
>   Work in a team environment with a strong customer focus on both internal customers and external customers.
>   Communicate and work effectively, both orally and in writing, with various levels of the organization, outside agencies, and customers.
>   Interpret and Apply District directives, policies, and procedures.
>   Use independent and discretionary judgment.

Manage confidential information.
Analyze, critique, and evaluate AMI problems and solutions.
Resolve issues using collaborative, team techniques.
Triage problems to work on the most critical problems first.
Train other department personnel in the area of expertise.

Preferred **Skills and Abilities:**

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as "Professional / Knowledge Worker".

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

Physical Demands List	Frequency
Sit	Constant (67-100%)
Walk	Occasional (11-33%)
Stand	Seldom (1-10%)
Drive	Seldom (1-10%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Never
Reach	Never
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Seldom (1-10%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Never
Use close vision	Constant (67-100%)
Use distance vision	Seldom (1-10%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Never
Speak	Occasional (11-33%)
Hear	Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Seldom (1-10%)
Work alone	Occasional (11-33%)
Work as a member of a team	Frequent (34-66%)
Follow standards for work interactions	Frequent (34-66%)
Write communications for clarity and understanding	Frequent (34-66%)
Speak with clarity with others	Frequent (34-66%)
Comprehension	**Frequency**
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Frequent (34-66%)
Reasoning	**Frequency**
Read and interpret data	Frequent (34-66%)
Count and make simple arithmetic additions and subtractions	Occasional (11-33%)
Use intermediate and/or advanced math	Occasional (11-33%)
Organization	**Frequency**
Plan own work activities	Seldom (1-10%)
Plan work activities of others	Seldom (1-10%)
Direct work activities of others	Seldom (1-10%)
Resilience	**Frequency**
Work under pressure	Occasional (11-33%)
Work for long periods of time	Seldom (1-10%)
Work on several tasks at the same time	Occasional (11-33%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Seldom (1-10%)
Vibratory Tasks – High	Never

Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Never
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
Exposure to animals	Never
Working with angry customers	Never

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.
⊙ Yes
○ No

On-call activities and frequency.
  Frequently - 1x month 6-12 times a year 0

Work Location

The primary assignment for this position is:
○ Remote
⊙ Office Hybrid

○ On-Site
○ Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.