



Manager, AMI Technologies

Job Code	20000930	Job Family	Manager/1st Level leader	Leader	
Department	AMI Technologies	Reports to	Sr Mgr Subst Mtrg & Telcom Svc	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2061		
Last Updated	8/29/2022				

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

Manages the organization and operation of the AMI Technologies Department for the effective and efficient 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 system performance of AMI meter readings, meter alarms and meter controls as well as data completeness and accuracy support the needs of customer billing, energy efficiency, grid operations, and grid planning. Build morale, manage, organize, plan, schedule work, personal and other resources to ensure a safe, efficient, cost-effective operation that facilitate alignment with District goals and objectives.

Accountabilities

Accountability #1

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving feedback from our employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

Accountability #2

Delivers exceptional value to our customers through powerful cross group partnership and collaboration by communicating proactively with other District departments to ensure coordinated work efforts; actively facilitating communications and activities between internal departments/divisions, various levels of the organization, outside agencies and customers; keeping key District departments aware of AMI systems changes and capabilities; meeting compliance and reporting obligations by ensuring adherence to District Directives and Standards and Federal, State, and Local laws and regulations, and similar responsibilities.

Accountability #3

Deliver exceptional value to our customers through continual improvement and innovation by guiding department research and project activities related to the District's AMI systems; aligning the development of the AMI Systems with the strategic objectives of the District; conducting briefings with District management, senior management, leadership and commission to ensure effective communication about project scopes, departmental budget, and status, and similar responsibilities.

Accountability #4

Optimize AMI system and assets by coordinating end to end testing of AMI-related systems and processes including departments such as Metering, Telecommunications, Customer Accounting, Customer Service

and Operations Technology; maintaining and managing the AMI Technologies Test Lab which supports end to end testing; allocating resources to continuous improvement projects; managing operations and AMI asset life cycle business processes.

Accountability #5

Demonstrate outstanding value relative to cost to our customers by delivering a cost-effective AMI system by practicing cost-control asset management; managing vendor contracts and vendor performance in support of the AMI systems operations; establishing service level expectations and holding vendors accountable to those expectations; negotiating contract changes and scope of works; evaluating system alternatives that will meet the department requirements, and similar responsibilities.

Accountability #6

Deliver exceptional value to our customers through continual improvement and innovation to deliver improved system reliability by 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; supporting ECC, System Planning & Protection, Rates, and Energy Service with AMI data and systems, and similar responsibilities.

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 Electrical Engineering, Computer Science, Business or Public Administration, or related field, AND

Two (2) years of directly related and progressive electric engineering, AMI Technologies, Operational Technologies or IT experience;

OR

Six (6) years of directly related and progressive electric engineering, AMI Technologies, Operational Technologies or IT experience.

Preferred Education and Experience:

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

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

The manager is required to field visits, site inspections and business travel.

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

Professional Engineer's license

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Management and supervisory principles and practices.

Project management, negotiation, relationship building/partnering, conflict management/mediation.

Computer applications including word processing, spreadsheets and data bases.

AMI HES and MDMS technologies.

Broad understanding of utility systems and processes affected by AMI.
Customer service techniques and practices.
Financial and budgeting processes.
Knowledge Applicable Federal, State, Local and District regulations.
Leadership methodologies and performance management.
Quality assurance principles and practices.
Supervise, coach and assist staff in development of management/leadership skills.
Build and manage effective teams and facilitate alignment with District goals and objectives.
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.
Effectively coordinate a variety of activities.
Manage confidential information.
Manage and supervise complex functions, programs, projects and department budgets.
Analyze, critique, and evaluate AMI problems and solutions.
Resolve issues using collaborative, team techniques.
Negotiate and facilitate change in the organization.

Preferred Skills and Abilities:

Agile work processes
Contract development and negotiation

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

Adaptability
Aligning Performance for Success
Building Customer Relationships
Building Talent
Coaching
Communication
Continuous Improvement
Continuous Learning
Courage
Creating a Culture of Trust
Creating an Inclusive Environment

Customer Focus
 Delegation and Empowerment
 Driving for Results
 Driving Innovation
 Emotional Intelligence Essentials
 Empowering Decision Making
 Execution
 Guiding Team Success
 Initiating Action
 Inspiring Others
 Leveraging Feedback
 Positive Approach
 Professional Knowledge and Aptitude
 Selecting Talent
 Stress Tolerance
 Technology Savvy

Physical Demands

Physical Demands List

Frequency

Sit	Frequent (34-66%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
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	Never
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	Frequent (34-66%)
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	Constant (67-100%)

Reasoning

	Frequency
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Frequent (34-66%)

Organization

	Frequency
Plan own work activities	Frequent (34-66%)
Plan work activities of others	Frequent (34-66%)
Direct work activities of others	Frequent (34-66%)

Resilience

	Frequency
Work under pressure	Frequent (34-66%)
Work for long periods of time	Occasional (11-33%)

Work on several tasks at the same time

Constant (67-100%)

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	Never
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	Seldom (1-10%)

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.

Will be required to participate in Storm administration Occasionally - 1x quarter or 4-6 times a year

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.