

**Job Title:** AMI Supervisor**Job Status:** Full-Time**Department:** System Control**Job Grade:** T604**Reports To:** Systems Control Manager**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 2/29/2024**Location:** Service Center

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### Position Summary

Reporting to the Systems Control Manager, the AMI Supervisor is tasked with supervising the daily activities of AMI Operations. This role involves directing the AMI Operations team to execute tasks such as monitoring the AMI network, coordinating the resolution of network issues, and liaising with Itron and other NBU departments on AMI endpoint matters. Additionally, the AMI Supervisor serves as the primary custodian of the AMI head-end software, Meter Data Management System, Meter Reading, and AMI Operations systems and manages customer communication pertaining to the AMI project and ongoing customer-related usage concerns. Furthermore, overseeing manual meter readings for timely and accurate customer billing is part of the responsibilities, with a focus on identifying areas for improvement through data analysis. Moreover, this role entails supervising all new residential water meter installations and replacements, including ensuring sufficient meter and AMI equipment inventory to meet demand.

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### Essential Duties & Responsibilities

#### ESSENTIAL FUNCTIONS:

- Directs the daily monitoring of the AMI system. Subordinates use AMI headend software (UIQ) to identify, diagnose and resolve AMI issues. Monitoring includes access points, relays, meters, IMUs and all other mesh devices. Coordinates with various NBU departments to resolve AMI issues that can't be resolved in UIQ.
- Directs efforts of manually reading meters that are not communicating on the AMI network, to obtain accurate electric and water readings in a safe and cost-effective manner, for timely and accurate customer billing.
- Directs monitoring of new AMI meters and devices as they are installed to ensure solid and quality communication. Monitors accuracy of AMI and manual meter reads.
- Directs AMI operations employees to attempt to resolve AMI issues through the operational software (Operations Optimizer) or through field work. Serves as next-level call resolution of AMI customer and/or technical questions.
- Owner of the AMI Head-end software system (UIQ). Coordinates and approves UIQ software upgrades and downtime.
- Manages UIQ system users and serves as part of the user rights approval process.
- Directs the analysis of customer meter data to resolve high or abnormal usage patterns, which either have, or could, result in high customer bills. Ensures strong internal controls exist in the AMI system.
- Coordinates with NBU stakeholders and Itron to plan AMI meter and/or network device deployment. Utilizes planning software, in conjunction with AMI meter roll-outs, to reduce work requirements associated with reading meter manually.
- Coordinates with personnel on all resultant changes related to manually reading meters.
- Assists with outage detection analysis as needed.
- Coordinates with Itron on all AMI-related firmware upgrades and deployments.
- Directs utilization of the Itron ticketing system to report AMI errors and seek corrective actions. Monitors the Itron Knowledge Board for articles about Itron's AMI functionality and technical publications. May attend and represent NBU at Itron User Group meetings.
- Produces regular reports on the status of the performance of the AMI system. Monitors contractual Service

Level Agreements and ensures invoicing adheres to those agreements. Approves invoicing for Software as a Service.

- Coordinates and dispatches field personnel through WOMS to obtain verified readings when requested by customers, Customer Services personnel and reports metering issues to related operating areas.
- Responsible for working with Billing personnel to develop projected monthly schedules for manually and electronically reading meters.
- Serves as “owner” of the Meter Reading system for obtaining manual meter reads. Responsible for coordinating with IT on upgrades and enhancements. Responsible for coordinating future efforts to implement new, more efficient, and effective processes.
- Develops and implements overall departmental planning including the establishment of departmental goals and objectives to assure that AMI Operations satisfies their responsibilities to customers and NBU Stakeholders.
- Determines staffing requirements and staff training needs. Selects, develops, and motivates qualified staff to effectively carry out department functions.
- Leads and directs the AMI Operations staff to be safety conscious and to perform their work in a safe manner.
- Performs other duties as assigned by management.

#### GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines or negatively affect direct reports' ability to do their jobs when applicable
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

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#### Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Associates

Other: Technical degree or training specific to skills

Work Experience Time Frame: Three Years or More

required may be considered.

Field of Study: Electronics

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#### Certification and Licensures Requirements

- A valid Texas Driver's License is required to operate a company vehicle.

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#### Other Minimum Qualifications

- Utilize current versions of computer software and hardware provided by NBU to research customer accounts, perform data entry, and to create other documents that are clear, accurate and grammatically correct.
- Current and valid Texas Drivers' license

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#### Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Software Knowledge

Harris Northstar, Smartworks Metersense, Itron Temetra, Itron UIQ, Itron Operations Optimizer, Harris Mcare, Microsoft SQL Server Management Studio, SSN Programmer, Aclara MeterMate, Itron Communications Tester, Itron Mobile Radio, Arad\_Smart Meters Programmer, FDM, Itron Field Tools

### Experience with Machines, Tools, Equipment and Other Work Aids

Vehicle, screwdriver, knives, shovel, hammer, hook, bolt cutters, loppers, volt meter, electrical rubber gloves, map, flashlight, hardhat, safety glasses, safety vest

Laptop, mobile phone, mobile units.

### Physical Demands

#### Standing: Occasionally

- ☒ Making Presentations
- ☒ Observing Work Sites
- ☒ Observing Work Duties
- ☒ Communication with Co-Workers

#### Fine Dexterity: Constantly

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☐ Calculator
- ☐ Calibrating Equipment

#### Walking: Frequently

- ☒ To Other Departments/Office/Office Equipment
- ☒ Around Worksite

#### Lifting: Frequently

- ☒ Supplies
- ☒ Equipment
- ☐ Files

#### Carrying: Frequently

- ☒ Supplies
- ☒ Equipment
- ☐ Files

#### Sitting: Frequently

- ☒ Desk Work
- ☒ Meetings
- ☒ Driving

#### Reaching: Frequently

- ☒ For Supplies
- ☐ For Files

#### Handling: Frequently

- ☒ Paperwork
- ☐ Monies

#### Kneeling: Frequently

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

#### Pushing/Pulling: Occasionally

- ☐ File Drawers
- ☒ Equipment
- ☐ Table and Chairs
- ☐ Hose

#### Climbing: Rarely

- ☐ Stairs
- ☐ Ladder

- ☒ Step Stool
- ☐ Onto Equipment

**Vision:** Constantly

- ☒ Reading
- ☒ Computer Screen
- ☒ Driving
- ☒ Observing Worksite

**Foot Controls:** Frequently

- ☒ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

**Balancing:** Occasionally

- ☐ On Ladder
- ☐ On Equipment
- ☒ On Step Stool

**Bending:** Occasionally

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

**Other:** Click or tap here to enter text.

☒ Making Repairs

**Crouching:** Occasionally

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

**Crawling:** Never

- ☐ Under Equipment
- ☐ Inside Attics/Pipes/Ditches

**Hearing:** Constantly

- ☒ Communication Via Telephone/Radio/To Co-Workers/Public
- ☒ Listening to Equipment

**Twisting:** Constantly

- ☒ From Computer to Telephone
- ☒ Getting Inside Vehicle

**Talking:** Frequently

- ☒ Communication Via Telephone/Radio/To-Co-Workers/Public

## Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Customers)						
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Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

**Primary Work Environment:** Office Environment

Other: Vehicle, Outdoors/Field

Overall Strength Demands

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☒ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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### Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

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Employee's Signature

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Employee's Printed Name

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Date