

# Fox Chapel Authority Job Description

<b>Title: Water System Specialist</b>	<b>Reports to: Manager</b>
<b>Date Created: August 2022</b>	<b>Approved by: Manager</b>
<b>Date Modified: August 2022</b>	<b>FLSA Status: Exempt</b>

## PURPOSE

This position exists to develop, support, and maintain all systems required to keep public water system active and up to date; and provide regular on-call supervisory coverage, assuring the timely availability of quality water service to customers served by the Fox Chapel Authority.

## PRIMARY RESPONSIBILITIES

1. Operate and maintain the information systems of the Fox Chapel Authority, serving as the primary resource for current technology applications, including GIS, SCADA, Leak Detection, Zone Scan, Meter Reading, and Rapid Response.
2. Monitor and oversee the activities of third-party technology service providers (e.g., Quality Computer Services, Inc, Diversified Billing, TeamViewer).
3. Plan and implement for future water system technology, currently anticipated to include an Authority website, leak logger system, meter reading to include AMR and AMI interface.
4. Assist with the development, monitoring and maintenance the Authority's website content.
5. Provide 24/7 on-call coverage as assigned, on an approximately 1/3 basis, with availability to travel and provide on-site situational assessment when needed to determine appropriate response; call-in staff to respond consistent with collective bargaining agreement requirements; keep Authority Manager informed and communicate with customers.
6. Stay current with water utility and technology trends, maintaining technical knowledge and skill through continuing development.
7. Collaborate with other members of the management team as required.
8. Perform duties related to management of the Fox Chapel Authority as required.

## TECHNICAL SKILL/EXPERIENCE REQUIREMENTS

Minimum one year of experience with ESRI based GIS systems.

Minimum one year of experience with SCADA and AMR/AMI meter reading.

Minimum one year of experience with DEP requirements for water distribution system such as sampling, back flow prevention, distribution and emergency response and customer notification.

Experience gained through education or work history to enable monitoring and development of Authority information technology operations.

Proficiency in Microsoft Office, including Word and Excel.

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## EDUCATION/LICENSURE REQUIREMENTS

Post-high school education in a job-related area (information technology, GIS, business administration) preferred; high school education (diploma or GED) required.

Current unrestricted Pennsylvania Drivers License

Pennsylvania State Board Certification of Water and Wastewater System Operators at Minimum E12 Level (to be obtained no later than one year of hire date)

## PHYSICAL REQUIREMENTS

While work is primarily office-based and sedentary, off-site duties may require light lifting and carrying of street marker signs, GPS locating equipment assisting with water breaks when needed.

Ability to respond 24/7 when on-call and drive to site locations to visually assess the nature of reported water-related problems and communicate with customers and Authority staff regarding problem resolution.

## ADDITIONAL REQUIREMENTS PREFERRED BUT NOT REQUIRED

Minimum one year of experience as a systems manager or lead in a Microsoft environment.

Ability to Perform duties related to technical support of all Fox Chapel Authority business applications (Billing, AR, AP, PO, GL, Payroll) as required.

Four (4) year related degree in job-related area.

## SALARY REQUIREMENTS

Please submit salary requirements upon application.

## PERFORMANCE SKILLS

### **Evaluating Efforts and Results**

Establishes effective processes for storing, retrieving and updating information to support the organization's functioning; documents and evaluates results and uses data for improvement if needed; communicates results effectively to internal and external audiences.

### **Communications (Verbal)**

Organizes verbal communications to follow a logical sequence of thought; conveys information and ideas effectively whether one-on-one or in a group setting; adjusts message and delivery style based on the knowledge, experience, and expectations of the audience; asks questions and listens to ensure mutual understanding; uses correct grammar as well as appropriate pace, tone, volume, and terminology.

### **Communications (Written)**

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Organizes communications by identifying the objective and main points of the message and following a logical sequence; uses correct spelling and grammar; adjusts message content, length, tone, style, and terminology based on the audience; is succinct and provides the right level of detail; selects the most appropriate written medium (email, memorandum, letter, etc.) and uses it effectively.

### **Decision Making and Problem Solving**

Spots issues, problems, or opportunities and recognizes when action is needed; actively gathers information to ensure complete understanding of issues, problems and opportunities; evaluates choices by considering implications and consequences and selects the best option.

### **Organization and Planning**

Organizes and schedules people to tasks; develops realistic action plans while being sensitive to time constraints and resource availability.