

Meter Systems Analyst

San Patricio Electric Cooperative, Inc.
402 E Sinton St, Sinton, TX 78387

Pay

\$21.14 - \$35.24 an hour

Job Type

Full-time

PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES:

- Record, organize, and administer data provided through the Cooperative metering system, Billing System and Meter Data Management Analytics. Will harvest raw meter data and format into source datasets to be used for data analytics or other internal systems. Functions include maintaining a meter data warehouse with historical records and statistics and creating a variety of meter data reports.
- Produce and maintain spreadsheets and databases to support data quality control and troubleshooting. Create cross-functional processes and reports related to meter data that may be required for the Billing System, GIS, Customer Service or Engineering needs.
- Understand the basics of AMI electronic meters and the information collected.
- Develop a good understanding of metering systems and related software applications.
- Have a good understanding of how the metering system connects and relays information to other information systems including our Outage Management, Customer Information System, Call Center and Customer Web Portal (SmartHub).
- Prefer proficiency in Excel, Access, Crystal Reports, and other report writing software. To include composition of Queries, Macros, Reports and exports in various formats.
- Learn how to install and upgrade the metering communications equipment.
- Understand how the meters communicate with the base station equipment and back to the Cooperative.
- Administer Meter Data Management System (MDMS), understand data pathways and how to monitor the MDMS to ensure the data is accurate and up to date.
- Must be experienced and proficient with databases, spreadsheets, and reporting tools.
- Perform extracts and reports with analysis on the information derived from the MDMS.
- Investigates, records, and notifies the appropriate supervisor of any line or meter, owned or operated by the Cooperative, which may need repair or if meter tampering is suspected. Also reports any potential hazards to the service coordinators and the Meter Technician Supervisor.
- Be willing to perform testing, installation and repair of all residential, commercial, and industrial meters with training. Learn to troubleshoot malfunctioning meters, check zero reads, and detect inaccurate data.
- Monitors and maintains all automated meter reading systems and meters, including Meter Data Management System and Sensus Metering System.
- Completes and submits required cooperative, RUS, and other reports to the Meter Technician Supervisor concerning metering operations, materials, and equipment.

- Maintains current and job-appropriate knowledge of equipment, RUS specifications, OSHA regulations, mapping system, and other operational and regulatory systems related to the responsibilities of the position.
- Provides the highest level of customer service when communicating directly with a member about problem solving, comments and complaints. Transfers the information to the appropriate Manager.
- Acquaint consumers with productive uses of electricity, knowledge of plans and programs, and an understanding of the Cooperative's objectives.
- Other duties assigned by Supervisor, Operations, General Manager, and Emergency Operations Plan.

OTHER INFORMATION: Within the parameters dictated by manager and or supervisor, Cooperative policy and applicable RUS, OSHA, DOT, and other regulatory requirements, this position has limited autonomy and latitude to identify and solve problems and make decisions necessary to manage the operation of the electric distribution system dependent on training, experience, and certification.

EDUCATION AND EXPERIENCE

This position requires a high school diploma with training and/or experience in Information Technology. IT Certifications, experience in database administration and two years prior experience in distribution cooperatives is preferred. Must be able to obtain certification in metering installations, testing and repairs.

KNOWLEDGE, SKILLS AND ABILITIES

This position requires a good understanding of computer databases, spreadsheets, and reporting tools along with basic math skills. Must develop custom data analytics and report writing skills. Will require learning and using SQL, Python script. Access database composition of query/reports and other reports will be required frequently. This position requires strong computer skills, database management skills, and technical utility knowledge.

Will need strong customer service and communications skills, including problem-solving and conflict resolution. Familiarity with the RUS Specification book is preferred. Training in spotting hazards on Cooperative powerlines and around Cooperative-owned property will be required. Experience with or training in spotting meter tampering is preferred as well as the ability to follow directions and work with other employees.

PHYSICAL CHARACTERISTICS/WORKING CONDITIONS

Work may be varied and a person in this position has sufficient time to complete most tasks without a feeling of pressure. There are frequent opportunities to relax from any physical exertion or to change position in work activities.

Physical Effort and Dexterity: Frequent physical activity, to include walking, stooping, bending, frequent lifting up to 50 lbs., occasional lifting in excess of fifty lbs., climbing, kneeling, reaching, stooping, crawling, pushing, and working in awkward positions and enclosed spaces is normal.

Machines, Tools, Equipment required to be operated: Operates fleet vehicles when driving to the various meter sites. Work with voltmeters, meter test equipment, and amp meters, hand tools computers and meter reading equipment.

Personal Protective Equipment

Proper PPE is required in field operations, which includes steel toe/EH boots, hot stick as needed, safety glasses and hardhat.

Visual Acuity, Hearing, Speaking: Must be able to communicate clearly and accurately for work and safety compliance. Visual color discrimination is required to differentiate wire and part colors.

Environment/Working Conditions: Work is mostly in varying weather conditions; and is exposed to the hazards associated with weather conditions and consumer's animals. Position requires travel throughout the service area. Work regularly scheduled Monday-Friday, although weekends and after hours may be required to meet deadlines or address distribution problems.

Employee Requirements:

This position requires employee to possess and maintain a working telephone number.

A current Texas driver's license is required; and, must have and maintain an insurable driving record.

The employee is to perform all duties necessary on-site or at specified working locations as defined by the Technology Services Manager or Meter Technician Supervisor. At no time, is the employee allowed to perform any duties from a remote location that is not authorized by the General Manager.

Benefits:

- 401(k)
- Dental insurance
- Employee assistance program
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Relocation assistance

- Retirement plan
- Vision insurance

Work Location: In person