



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: ESC Computer Systems Technician
REPORTS TO: Electric Engineering Manager

STATUS: Exempt / Non-union
RANGE: 21

POSITION SUMMARY: The ESC Computer Systems Technician provides the technical support for Electric Service Center software and the AM/FM/GIS system. This position provides personal computer hardware and software support, maintains and develops applications as appropriate for the AM/FM/GIS system, electric metering software and the SCADA system. Trains other employees in the use of ESC software. Performs other duties as assigned.

MAJOR ACCOUNTABILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Maintains, updates and develops applications for the AM/FM/GIS system.
5. Maintains and provides Supervisory Control and Data Acquisition (SCADA) support for ESC through providing the following: installation of master station hardware and software, training support, maintenance of software application, report writing, trouble shooting of system operating problems and information to other divisions.
6. Specifies electronic hardware components for ESC. Recommends computer upgrades on a cyclical basis.
7. Interfaces with Information Technology department on ESC issues.
8. Updates and maintains distribution, circuit, composite and on-line system maps.
9. Assists in the management of the computer aided drafting (CAD) system for ESC.
10. Installs ESC software.
11. Performs analysis/troubleshooting to resolve complex problems with hardware and software.
12. Provides and troubleshoots computer hardware and software support for ESC.

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13. Performs complex design tasks requiring the operation and application of computer aided design equipment, such as digitizer, plotter and associated peripheral equipment.
14. Performs complex and non-routine CAD design tasks requiring extensive skill and knowledge of equipment capabilities, application techniques and design constraints.
15. Teaches and provides technical support to division personnel for computer related skills on the use of CAD, SCADA and other division software.
16. Maintains a valid Oregon driver's license and good driving and safety record.

Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum of seven years of progressive experience in the application of computer aided drafting and the use of personal computers

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Knowledge, Skills & Abilities

- Considerable knowledge in the use of computer aided drafting (CAD) and SCADA systems
- Extensive experience in the use of personal computers, software, hardware and Windows NT
- Demonstrated knowledge of Microsoft Office suite of products
- Excellent organization skills and attention to detail
- Proficient in performing concurrent multiple projects
- Ability to communicate effectively orally and in writing, with emphasis on the skill to explain complex information and teaching others

Education

- High school diploma or equivalent
- Associate's degree in automated drafting or equivalent work experience

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels, numerous other written documents.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use. Hears adequately to operate a two-way radio.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.

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- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds – seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Writes and uses computer to enter data, uses 10 key, lifts occasionally overhead for supplies.
- **TWISTING:** Some twisting is required when lifting items or placing items in other locations.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printer.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, typewriter and other office equipment.

Revised: January 1, 2016