

HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

POSITION DESCRIPTION

FIELD COMMUNICATIONS TECHNICIAN

DEPARTMENT: Engineering

CLASSIFICATION: Non-Exempt

I. OBJECTIVES

- A. To maintain AMI system and ensure reads are processing daily.
- B. To maintain AVL and two-way radio systems.
- C. To maintain systems as needed for load control operations through the AMI system.
- D. To render efficient and courteous service that will promote goodwill between members and the cooperative.

II. REPORTING RELATIONSHIPS

- A. Reports to: Manager of Engineering
- B. Supervises: None

III. RESPONSIBILITIES AND AUTHORITIES

- A. Responsible for inventory and installation of communication devices for radio and AVL equipment.
- B. Assist with splicing fiber optic cable as needed
- C. Assist with maintenance and repairs of radio site generators.
- D. Monitor AMI system for daily readings and create service orders as necessary to check/replace non-reading meters.
- E. Work in the field as needed to determine and correct issues with meters and the

automated metering system, truck and base station radio components and system, as well as the AVL system.

- F. Maintains and operates the Solar Winds software to maintain information and trouble shoot field communications infrastructure.
- G. Responsible for maintenance and upkeep of field communication facilities such as towers and control buildings.
- H. Assist as necessary searching in of meters, DRUs, and distribution automation devices.
- I. Responsible to make sure that control signals are being sent out and signals are being received for the load control system operated through the AMI system.
- J. Test non-reporting meters on meter test bench to determine cause of failure.
- K. Assist Test Technician as needed with substation inspections and reports.
- L. Operates company vehicles in a safe manner and within the regulations of all federal, state, and local laws.
- M. Responsible for keeping company supplied vehicle in good working order as per Cooperative specifications.
- N. Responsible for maintaining Cooperative supplied tools and equipment in good working order.
- O. Assist in various projects as assigned by supervisor.
- P. Attends and participates in annual meeting, workshops, seminars, and other meetings as required.
- Q. Promotes goodwill toward the members of the Cooperative, other employees, and the general public by exhibiting patience and courtesy toward them.

#### IV. RELATIONSHIPS

##### A. Internal

1. Billing Department - troubleshoot non-reporting meters

2. Operations Department - coordinate work at radio sites and meter locations.
3. Test Technician – work with as needed
4. Finance and Accounting Department - approve invoices for purchased equipment

B. External

1. Communication Consultants - provide system configuration information for radio and AMI systems

REVIEWED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

Employees Signature

HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

SPECIFICATIONS

FIELD COMMUNICATIONS TECHNICIAN

- EDUCATION:** Completion of computer and/or electronics courses with at a minimum a two-year technical degree.
- EXPERIENCE:** Either one year of formal training leading to a technical certificate in a field such as electrical technology and one years' experience in an electric utility or three years' experience in a communications related field.
- KNOWLEDGE AND SKILLS:**
- General computer skills in word processing and spreadsheets
  - Must be able to read, write, speak and understand spoken English.
  - Working knowledge of distribution/transmission power systems
  - Ability to plan work and meet deadlines.
  - Good record keeping skills
  - Must be able to accurately read all types of meters.
  - Ability to acquire and maintain a valid NC driver license, be insurable, and be able to operate a motorized vehicle without assistance.
  - Ability to clearly and concisely communicate in verbal and written form in providing information to employee, members, general public, and other individuals and groups.
  - Ability to operate a two-way radio
  - Must be able to walk on terrain which is, at times un-level, wooded, mucky, or otherwise unfavorable terrain. Must be able to cross fences and ditches.
  - Ability to operate all typical office machines and equipment necessary to effective job performance.

**PHYSICAL  
REQUIREMENTS:**

This position requires walking, bending, stooping, reaching, climbing, lifting up to 25 pounds, sitting, driving, use of hand and fingers to handle keyboard and tablet device. Vision requirement – up close and computing devices.

**SPECIAL WORKING  
CONDITIONS:**

Occasional overnight travel for continuing education.

Subject to call-out and overtime work on an as-needed basis.

**TIME REQUIRED FOR  
FULL COMPETENCY:**

Two Years

**DEVELOPED:**

December, 2021