

To: Honorable Public Utilities Board

Submitted by: /ISI/

Robert J. Orbeta
Assistant General Manager - Administration

From: Sabina Netto
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Approved by: /ISI/

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General Manager

Subject: By Resolution, Approve Funding for a New Advanced Metering Infrastructure (AMI) System Administrator Position, Recommend City Council Establish a New Position: Advanced Metering Infrastructure (AMI) System Administrator, and Amend the Salary Schedule of the Electric Utility Professionals of Alameda (EUPA)

RECOMMENDATION

By resolution, Approve Funding for a New Advanced Metering Infrastructure (AMI) System Administrator, Recommend City Council Establish a New Position: Advanced Metering Infrastructure (AMI) System Administrator, and Amend the Salary Schedule of the Electric Utility Professionals of Alameda (EUPA)

BACKGROUND

Per City Charter, the Public Utilities Board (Board) has the authority to prepare and adopt an annual budget (Section 12.4 D of the City Charter) while the City Council under Section 3-7 G of the City Charter has the authority to establish positions of employment and fix the compensation.

Staff is asking the Board to fund and recommend to the City Council the following workforce changes:

- Fully fund one new Advanced Metering Infrastructure (AMI) System Administrator position;
- Add the classification of Advanced Metering Infrastructure (AMI) System Administrator and allocate one new position; and
- Amend the salary schedule of EUPA to reflect the new title.

DISCUSSION

Due to the implementation of technological advancements such as Advanced Metering Infrastructure (AMI), the workforce is transforming. Industry workforce trends and AMP's consultants recommended this new specialized information technology job classification in order

to configure, maintain, monitor, and troubleshoot our Advanced Metering Infrastructure (AMI) network in order to ensure proper operation and efficient utilization. Based on this recommendation, AMP has developed a new classification, Advanced Metering Infrastructure (AMI) System Administrator. As part of the AMI implementation plan, this work is currently being done through a contract with our AMI consultants (UtiliWorks) on a limited term basis.

The Advanced Metering Infrastructure (AMI) System Administrator classification will be responsible for a breadth of information technology functions including configuring the system for optimization; conducting required ongoing system maintenance; monitoring system and network performance; resolving any software issues and working with Operations staff to resolve hardware issues; overseeing the service order process for applicable orders; providing system support to other operational areas in AMP that use AMI information; ensuring security protocols; and contributing to the overall efficient utilization of the AMI system.

The proposed annual salary range for the Advanced Metering Infrastructure (AMI) System Administrator is \$91,604 – \$111,346.

Staff has met with EUPA and it is supportive of the recommendations. Upon Board and Council actions, staff will conduct a recruitment to fill the new vacant position.

Upon implementation of the above workforce change, the net change to headcount is zero as it is part of the proposed FY2019 budget.

FINANCIAL IMPACT

There is no financial impact as a result of this change as it is part of the proposed FY2019 budget. The allocation of funds is contingent upon the City Council's authorization of the workforce changes.

LINKS TO KEY RESULTS AREA AND GOALS

KRA 2: Workforce
Initiative 2.3.1: Organization-wide Succession Plan

EXHIBIT

- A. Resolution
- B. Advanced Metering Infrastructure (AMI) System Administrator Job Description

CITY OF ALAMEDA
ALAMEDA MUNICIPAL POWER

RESOLUTION NO. ____

APPROVE FUNDING FOR A NEW ADVANCED METERING INFRASTRUCTURE (AMI) SYSTEM ADMINISTRATOR POSITION, RECOMMEND CITY COUNCIL ESTABLISH A NEW POSITION: ADVANCED METERING INFRASTRUCTURE (AMI) SYSTEM ADMINISTRATOR, AND AMEND THE SALARY SCHEDULE OF THE ELECTRIC UTILITY PROFESSIONALS OF ALAMEDA (EUPA)

WHEREAS, there has been submitted to the Public Utilities Board (Board) a recommendation to add one Advanced Metering Infrastructure (AMI) System Administrator position to the workforce in service of Alameda Municipal Power (AMP); and

WHEREAS, the Board has been briefed and approves the funding for the Advanced Metering Infrastructure (AMI) System Administrator; and

WHEREAS, the Board recommends that the City Council establish one Advanced Metering Infrastructure (AMI) System Administrator; and

NOW, THEREFORE, BE IT RESOLVED that the Public Utilities Board of the City of Alameda hereby recommends the City Council to implement the workforce and funding changes as described.

Approved as to Form

By: 

Alan Cohen
Assistant City Attorney

Advanced Metering Infrastructure (AMI) System Administrator

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DEFINITION

Under general direction, administers the Advanced Metering Infrastructure (AMI) systems, including configuring, maintaining, monitoring, and troubleshooting the systems to ensure its proper operation and efficient utilization. Provides assistance and guidance on AMI related requests and functions to all other sections and divisions. Performs other related work as assigned.

DISTINGUISHING CHARACTERISTICS

Positions in this information technology job classification are responsible for performing specialized, difficult, and responsible types of duties, including complex problem solving. Upon hire, incumbents are not required to have experience with AMI systems, however they should have sufficient systems experience in order to gain the knowledge and skills required to perform the duties of this classification prior to completing the twelve month probationary period. This class is distinguished from lower classifications by the specialized nature of the work pertaining to AMI systems and networks and from higher classifications that may have significant supervisory and management responsibilities.

EXAMPLES OF DUTIES

1. Configures the AMI system by completing new system integrations; configuring changes to optimize system performance; and configuring the system based on changing business requirements.
2. Maintains the AMI system by monitoring and updating system software and hardware firmware version requirements; importing and downloading firmware remotely to appropriate devices; performing ongoing radio frequency (RF) network tuning and adjustments; and developing preventive maintenance programs for various network equipment to optimize system performance.
3. Monitors the health and performance of the AMI system by regularly reviewing numerous related systems and reports for alarms, events, and abnormalities; also responsible for using and monitoring a variety of software systems, tools, and portals, including the AMI Head-End System and Meter Data Management System. Ensures service and daily read levels are achieved.
4. Troubleshoots and resolves issues with the AMI system by issuing commands to equipment, remotely querying equipment, checking the status of system networks, and securing endpoint information; issues, coordinates, and oversees related service orders to ensure that issues are resolved; and works with Operations staff to take corrective action to resolve conditions with system hardware.
5. Provides AMI system support to other operational areas in the department by providing technical assistance to field personnel performing installation and maintenance of the network equipment and devices; providing data and system information related to inquiries from billing, customer resource, and engineering sections; extracting data as needed; monitoring system events which will assist in proactively identifying data and system anomalies such as potential tamper/theft, outage, and communication events; and documents procedures and provides end user training on systems and processes.

6. Contributes to the efficient utilization of the AMI system by monitoring endpoint communication meter exception reports in order to validate readiness of reads; ensuring that meter changes (add/change/remove) are accurately and timely recorded; making recommendation on process improvements in response to system alarms and notifications; developing and customizing system reports; maintaining databases to track network devices; developing dashboards and key performance indicator views to monitor the AMI system, making recommendations on equipment procurement, repair, and disposal; and training users as needed.
7. Ensures ongoing security protocols are implemented, evaluated, and monitored by performing ongoing encryption maintenance; ensuring system and data integrity; and ensuring secure system integrations.

EMPLOYMENT STANDARDS

Education/Experience

Any combination of education and experience likely to provide the required knowledge and abilities; a typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four year college or university with major course work in computer science, information systems, or related field.

Experience: Four years of experience in IT system administration or related field, which includes experience in the configuration, troubleshooting, maintenance, and analysis of systems, networks, computers, and peripheral equipment. Experience with Advanced Metering Infrastructure (AMI) system administration and/or experience working at an electric utility is desirable.

Knowledge

Knowledge of methods, tools and procedures used in the installation, repair, and maintenance of computers, networks, and peripheral equipment; designated computer software and hardware; information systems applications; network system architecture; network operating systems; multiple networking protocols; performance and traffic monitoring; security and integrity maintenance; structure development, features, and access configurations and interfacing; help desk/service order methods and operations; data network operations and procedure analysis and design; principles and practices of project management; records storage and handling techniques; and safe work practices.

Ability

Ability to install, configure, troubleshoot, and maintain a variety of computers, networks and peripheral equipment; read and interpret documents such as operating and maintenance instructions and technical procedure manuals; troubleshoot complex systems; develop reports and establish and maintain accurate records; analyze and interpret computerized data; train others in use of computer equipment and operating procedures and provide technical support; meet established timelines; draw valid conclusions; work effectively with abstract and concrete variables; use initiative and judgment in situations where standard procedures may not apply; work independently and coordinate with multiple work parties; respond to and address urgent issues in a professional manner; communicate clearly and concisely with different divisions of AMP, outside vendors, and the public, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; safely drive; learn and apply the principles and practices of revenue metering, communication networks, and supporting systems (meters, routers, data collectors, etc.); learn and apply radio frequency (RF) and microwave theory; learn the overall concepts of electric utility service operations; learn to maintain and operate data and RF networks; learn and apply City policies and procedures; learn and apply pertinent local, state and federal laws, ordinances, rules, and general orders; and maintain level of knowledge required for satisfactory job performance.

Special Requirements

Willingness and/or ability to work outside regular scheduled hours to meet operational needs.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

SN: File location