



City of Milford Technical Services Supervisor Pay Grade: 9

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Five (5) years' experience installing, maintaining, and repairing electronic equipment. A comparable amount of training and experience may be substituted for the minimum qualifications. Five (5) years' previous supervisory experience. Possession and retention of a valid Delaware vehicle operator's license. NIMS (National Incident Management System) ICS-100 and FEMA IS-700 training. Environmental Oil Spill training is required. Must pass pre-employment testing for substance abuse, criminal background, and motor vehicle driver's license history. Subject to random drug and alcohol testing in accordance with City policy.

Minimum Education Requirements: Associates degree in Electronics or Electric Technology

Direct Supervisor: Electric Superintendent

Supervisory Responsibility: Small group

Primary Work Location: In and out of city limits with possible exposure to extreme environments with reporting, office duties and meetings at the Public Works Facility.

Job Summary: The Technical Services Supervisor is responsible for maintaining the SCADA database and overseeing all its functions. This role includes supervising the Meter Technician I and II positions and managing the City's Energy Management program, Load Management program, Customer Generation Program, Public Awareness Program, and ITRON AMR and Smart Meter operations.

The Technical Services Supervisor shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative, and responsive service. The Technical Services Supervisor shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability, and responsibility.

Essential Job Functions: An employee in this position may be called upon to do any or all of the following essential duties:

- **Meter Installation & Maintenance:** Oversee the installation, programming, reading, testing, and repair of all electric and water utility meters.
- **Instrument-Rated Metering:** Specify and install primary and secondary instrument-rated metering equipment.
- **Water & Wastewater Support:** Assist with installing and repairing water and wastewater equipment and controls.
- **Customer Data Reporting:** Provide graphs, reports, and interval data to water and electric customers.
- **SCADA System Management:** Program, maintain, and operate the SCADA system database.
- **Electronic Equipment Repair:** Install, troubleshoot, and repair various electronic equipment, including computers, pulse recording equipment, substation relays, voltage regulator controllers, and SCADA-related electronics.
- **Renewable Energy Compliance:** Review all electric interconnection applications and approve Net Metering customers for renewable energy generation systems.
- **Customer Service & Technical Support:** Respond to customer questions and complaints, providing appropriate support and technical assistance for the customer service/billing department.
- **Power Quality Investigations:** Investigate power quality issues using a power quality data recorder.
- **Public Awareness Programs:** Develop and conduct Public Awareness Programs for the City as required.



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- Automated Metering Infrastructure (AMI): Maintain and administer the ITRON AMR reading system and the ITRON AMI communications network hardware.
Fiber Optic Network Management: Oversee the installation, repair, and maintenance of the City's fiber optic network cables and switches.
Additional Duties: Perform other related tasks as required.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:
An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- AC and DC Electric Theory

Skills

- Mathematics
Communicates clearly and concisely, both verbally and in writing.
Establishes and maintains effective work relationships.
Time management.

Abilities

- Plans and supervises work of others.
Climb ladders and works out of a bucket truck, if necessary.
Understands, abides, and enforces all safety rules.
Interacts positively with the public.

Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

Department Director:

Employee:

Human Resources Director:
