CITY OF CLEVELAND
Mayor Frank G. Jackson

JOB ANNOUNCEMENT

Manager, Automatic Meter Reading (AMR) Application

Personnel Request No.		**Position Available:**	1
Opening Date:		**Closing Date:**	Until Filled

Civil Service Classification:	Assistant Manager, Applications Development/ Technical Support	**Union:**	Non-union
Department:	Public Utilities - IT	**Work Location:**	1201 Lakeside Avenue
Salary Range:	$46,224.91 - $124,825.82	**Week/Shift:**	Variable hours

Description: This position plans, organizes, and manages the Automatic Meter Reading (AMR) Application section of the Information Technology organization. This includes application development, database administration, standards, and software support. Exercises considerable latitude in determining objectives and approaches to assignments. This position is responsible for the design, development, implementation, and maintenance of management information systems. Plans, organizes, and directs the efforts of the staff for all technical aspects of the department. Establishes and maintains status reports which provide progress and problem visibility to customers and management. Organizes or modifies organization as required to complete assigned projects and to ensure optimization of schedules, budgets, and technical excellence. Maintains close contact with customer representatives to identify and respond to customer requests. Ensures that potential sources of problems are made known to the Chief Information Officer and/or other appropriate personnel. Assists in staffing department. Helps coordinate recruiting efforts and employment offers. Assigns tasks and appraises subordinates. Recommends new hires, terminations, or other changes of employee status. Performs other job-related duties as required.

Minimum Qualifications:

- A High School Diploma or GED is required.
- A Bachelor's Degree in Computers, Information Processing, or related field from a duly accredited four year college or university is required.
- Three (3) years of IT experience is required. (Substitution: Two years of relevant experience may substitute for each year of college education lacking.)
- Must have expert-level understanding of applicable vertical software technologies. Thorough understanding of requirements engineering, system development lifecycle (SDLC) methodology, business process redesign, system quality assurance and control, and configuration management.
- Knowledge of IT technical platforms (Windows and/or Linux servers, VMware), network technologies (e.g. TCP/IP, LAN/WAN, Wireless, UTM), communication and collaboration platforms (e.g. Exchange, SharePoint), Cloud migration, as well as office tools (e.g. MS-Office, MS-Project, Visio) desired.
- Experience in software design and programming (e.g. Java, C++, Python, etc.) desired, but not required.
- PMP or ITIL Certifications are preferred but not required.

- Must be able to lift and carry a minimum of thirty pounds (Lifting and transporting of computer and network equipment).
- A valid State of Ohio driver's license is required.

Preferred Qualifications:

- Three (3) years of progressive responsible IT experience preferred.
- At least three (3) years of experience using and designing systems using Microsoft .NET and Microsoft SQL systems preferred.
- Demonstrated experience with managing AMR/AMI implementation and development projects.
- Must be knowledgeable with the Itron AMR system architecture.
- Must demonstrate expert-level of understanding Itron AMR system components.
- Advanced knowledge of ESRI GIS software and applications as applicable to field asset data management.
- Experience supporting customer-focused IT systems required.
- Experience managing mission-critical IT systems required.

Responsibilities:

- Responsible for the overall management of Cleveland Water's Automatic Meter Reading (AMR) Infrastructure section.
- Provides guidance for AMR-related customer application development such as consumption graphs and leak detection alerts.
- Defines system-wide standards for the automated meter reading application working with customer service management. Provides analytical and technical direction to end users and customer groups.
- Provides project management for upgrades, new features, system integration and support of software and hardware changes. Manages the contract administration function of AMR-related projects.
- Provides guidance and support to other DPU-wide Advanced Metering Infrastructure (AMI) initiatives (e.g. CPP AMI projects).
- Responsible for developing and maintaining system interfaces between AMR/AMI and other integrated systems.
- Provide analytical and technical direction to end users in identifying AMR opportunity points. Conducts needs analysis, recommends and implements solutions to meet business needs.
- Creates and runs periodic reports (daily, weekly, monthly) of meter reading results and responses rates of the AMI system. Analyzes the results to determine patterns of AMI device failure and to create lists of properties where meter repairs or AMI systems device replacements are needed.
- Manages AMR infrastructure operational tasks including system backups, system monitoring, system security and protection, network management, capacity planning and outage management.
- Develops goals for extending the utility of Cleveland Water's AMR System.
- Participates in the development of long-term AMI system strategic planning initiatives.
- Provides support and operation assistance in maintaining the integrity of the AMI system and other customer information systems.
- Manage AMR/AMI project personnel and contractors.
- Supervise subordinate employees including but not limited to assigning and evaluating work,

All interested applicants should submit a cover letter and resume to Danyelle Conner, DPU Employment Services Manager, 1201 Lakeside Avenue, Cleveland, Ohio 44114, or email dconner@clevelandwpc.com.