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| Salary Schedule | MOU | Benefits |
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City of Alameda
Code No. 7311
Approved by C.S.B.
TBD

UTILITY INFORMATION SYSTEMS BILLING TECHNICIAN

DEFINITION

Under general supervision, performs technical and administrative work in support of information systems, finance management and customer service operations; and performs other related work as required.

DISTINGUISHING FEATURES

Positions in this class perform journey level technical work in a variety of administrative operational areas such as information systems, billing and accounting services, and payroll. Incumbents receive general supervision from higher level management. Work in the class is distinguished from that of higher classes in that it is of a more well-defined nature.

EXAMPLES OF DUTIES

1. Establish and maintain various records and complex record keeping systems, including specialized technical computer applications such as the electronic and automated customer information/billing systems.
2. Process requests for daily, weekly, monthly, annual reports related to billing, customer service, cashiering, accounts payable, payroll, and other miscellaneous reports as requested.
3. Prepare hand held meter reading devices by loading meter information and setting up units for daily meter reading; retrieve data for billing processes; and troubleshoot equipment problems.
4. Process electronic bill remittance, lock box payments, and electronic file transfer transmissions daily.
5. Operate, monitor, and maintain a variety of computing platforms and perform related activities associated with the mainframe and network connected equipment, including troubleshooting and providing technical assistance and support to users.
6. Back up business critical data from mainframe, Metropolitan Area Network (MAN), and local area network (LAN) servers. Maintain tape and diskette library and assist in data recovery processes in the event of hardware failure. Maintain a variety of history and incident logs related to daily computer operations.
7. Monitor the operational status and troubleshoot problems with the MAN, perform preventive maintenance, and coordinate between department and City Information Technology when maintenance is needed.
8. Department Help Desk Liaison to City Information Technology Help Desk staff; provide technical support to all departmental system users including troubleshooting hardware, printers, and performing maintenance as necessary.
9. Conduct various data and information audits, verifying receipt, and researching discrepancies.
10. Operate a variety of machines and equipment; performs technical staff work pertaining to the operation and maintenance of specialized equipment and software applications.
11. Perform on-call duties, during non-business hours, in the event of a system outage.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to 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 high school. Associates Degree from an accredited college or university with course work in Business, Mathematics, Engineering, Management Information Systems, Computer Science or closely related field is highly desirable.

Experience: Three years of experience in the troubleshooting and maintenance of computers and peripheral equipment, and in providing technical user support for computer hardware and software. Experience with designated environments, equipment, systems and/or software is highly desirable.

Knowledge

Knowledge of principles, uses and operational characteristics of information technology hardware and software, and mainframe operating systems, networks; printers, meter reading devices, and customer service databases used to track customer accounts; Metropolitan Area Network system equipment; Virtual Local Area Network connectivity, computer systems troubleshooting, analysis, equipment applications, and electronic data systems; computer and related peripheral equipment operations and maintenance techniques; electronic billing transfers; statistical and financial methods and procedures; and modern office methods, practices and procedures.

Ability

Ability to work in a fast-paced environment; prioritize and organize multiple tasks, often requiring attention to details; and understand and follow instructions, flow charts, and documentation; operate and perform minor procedure maintenance on an IBM mid-range computer system and input data with speed and accuracy; provide assistance, resource information and problem resolution on any system-related inquiries; monitor and operate the system console as required; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively; and establish and maintain effective working relationships with those contacted in the course of work.

Special Requirement

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Other Requirement

Possession of, or ability to obtain by date of hire, a valid Class C California Driver's License and satisfactory driving record as conditions of initial and continued employment.

CL: Human Resources Department

4/29/13