

CITY OF CHATTANOOGA

Classification Specification Title: SCADA Specialist (Wastewater)

Department: Wastewater

Pay Grade: WWFG.09N

Supervision Received From: Waste Resource Maint Manager

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/06/18

Revision Dates: 4/4/25;

12/11/23; 10/20/23; 10/01/22

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing advanced level on-site and remote technical support for personal computer users, handheld radio systems, and SCADA systems. Provides 24/7 support for all hardware, software, wireless telecommunication devices and wireless networks. Work is performed with limited supervision.

SERIES LEVEL: This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides on-site user support of PCs for problems with hardware and software beyond the front-line support provided at the technician level; assists and trains users with PC software applications.

Performs diagnostic analysis, troubleshooting and resolution of PC software and hardware problems including multiple-level software conflicts; researches latest patches/fixes for PC software and hardware used by the City and gives recommendations as to the relevance of such patches/fixes to the City's Wastewater Treatment Plant PC systems; formulates implementation plan for such patches/fixes deemed necessary.

Installs and configures networking system software, PC operating system software and application software on PC-based machines; sets up electronic information exchange devices and writes PC tips and procedures for computer set-up and maintenance.

Performs vendor tracking, interaction and management.

Provides recommendations to assist with procurement of hardware, software, equipment, materials and services from available vendors; assists user-departments with needs assessments for personal computers.

Provides web-page design and maintenance for PC support areas.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Participates in all aspects of programming, troubleshooting, repairing and maintenance of the City's Supervisory Control And Data Acquisition (SCADA) computerized operating system.

Performs a variety of skilled, journey-level duties involved in the inspection, diagnosis, troubleshooting, maintenance, repair and servicing of water reclamation treatment and potable water treatment plant equipment, components, facilities and machinery, such as computers, 900 MHz radios, flow meters, pressure transducers, valves, limit switches, deep wells, and pumps.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

This position is deemed essential during inclement weather situations, and must report to or remain at work, even when administrative closings are announced, as determined by the Department Head.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Bachelor's Degree and at least two (2) years of any combination of relevant education, training or experience sufficient to perform the essential duties of the job will be considered or any combination of equivalent experience and educational training or experience sufficient to perform the essential duties of the job will be considered.

Examples of relevant training include a vocation/technical degree with emphasis in Information Systems Technology. An example of relevant experience is work involving PC hardware and software user support.

Incumbents in this position are on-call 24/7.

LICENSING AND CERTIFICATIONS: Valid Driver's License

SUPPLEMENTAL INFORMATION:

KNOWLEDGE & SKILLS: Knowledge of personal computer systems; applicable hardware and software applications; applicable telecommunication devices; wireless network principles and customer support principles.

Skill in providing customer service; configuration, installation, testing and troubleshooting of PCs; troubleshooting applicable hardware, software, wireless telecommunication devices and wireless networks; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction; knowledge of cyberthreats and security.

PHYSICAL DEMANDS: Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to electrical currents.

SPECIAL REQUIREMENTS

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.