

## SENIOR WATER SERVICE TECHNICIAN

### NATURE OF WORK

This is advanced level technical, mechanical, and administrative work in the installation of water services, repair of water services, installation of water meters, repair of water meters, installation and repair of cross connection control devices, review of plans, and customer service.

Work involves the performance of advanced level installation and repair work relating to the maintenance of cross connection control devices, customer water supply, water services, and water meters. Employees of this class will assist in training of Entry Level and Intermediate Level Water Service staff. Employees may act for the Water Meter Shop Supervisor and Water Service Supervisor in their absence. Work is performed independently with work being reviewed by an administrative supervisor.

### EXAMPLES OF WORK PERFORMED

Provides tapping of public water mains, performs inspections for water service and supply lines, locates water mains and water service line with mechanical and electronic locating equipment.

Meets with customers and contractors at field sites to discuss preliminary planning with reference to a variety of building projects to provide guidance and assistance in the installation of water service lines and cross connection control assemblies.

Schedules and provides dispatch to the water service section and the water meter shop areas; provides productivity assignments on a daily basis.

Demonstrates ability to perform the "lead" function when working with subordinate staff in the water service or water meter shop areas.

Communicates with the public and commercial customers to resolve disputes with usage and water quality issues.

Removes and resets water meters, installs new water meters, installs and tests water meter registers and electronic reading devices, dismantles and repairs water meters, performs flow testing of water meters, installs and removes valve and fittings associated with water meters, repairs and replaces malfunctioning meter parts and registers, programs electronic hardware to facilitate meter reading.

Assists with daily work assignments when staff shortages occur and prepares reports utilizing computerized preventative maintenance software.

Assists in resolving disputes with customers, contractors and plumbers in relation to codes and policies of the City of Lincoln and Lincoln Water System.

Tests and repairs cross connection control devices, performs premise surveys of customer buildings and grounds, identifies problems with backflow preventers, determines flow of structures with multiple water use process, repairs and replaces essential parts of backflow preventers.

Completes fabrication, installation, removal, testing and repair of various Fire Hydrant metering assemblies.

Performs related inspections for water meter pit installations, water service line installations, water taps, water supply line installations, water meter installations, and construction meter installations where cross connections can exist.

#### DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of water piping materials, water ordinances or codes, departmental policies affecting the public.

Considerable knowledge of water schematic plumbing plans and water system operations.

Considerable knowledge of the principals of backflow prevention including the repair of backflow preventers and pressure reducing valves.

Considerable knowledge of cross connection control devices and the policies and regulations related to the cross connection control programs of the LWS.

Considerable knowledge of a municipal water main network.

Knowledge of and experience using the following software programs: Microstation, Graphic Information Systems, Meter Logging, Meter Sizing, Hansen IMP Preventive Maintenance, Lotus Notes, and email software.

Ability to calculate increases and decreases in water pressure with respect to gradient and structure heights.

Ability to keep routine clerical records and make complex mathematical calculations.

Ability to drive and operate light trucks or service vans.

Ability to read, understand and interpret blueprints or plans.

Ability to establish and maintain effective relationships with the public and other employees.

Ability to diagnose and troubleshoot faulty or defective water meters.

Skill using a keyboard for field data entry using computers or field equipment.

Skill in the use of common hand tools in making minor plumbing and mechanical repair or installation of meters and registers.

#### DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school with advance course work in plumbing, associated trades and/or leadership, personnel management or supervision, plus thorough experience in making minor plumbing repairs and plumbing installations with repair and programming of electronic registration devices.

#### MINIMUM QUALIFICATIONS

Graduation from a senior high school with advance course work in plumbing and/or associated trades, plus considerable experience in making minor plumbing repairs and installations or any equivalent combination of training and experience which provides the desirable knowledge, abilities, and skills.

#### NECESSARY SPECIAL REQUIREMENTS

Possession of a valid driver's license when operating a vehicle is necessary for the satisfactory performance of assigned duties.

Possession of a valid State of Nebraska Grade 4 or higher Water Operators Certificate or possession of a valid State of Nebraska Grade 6 Backflow Operators Certificate.