



**COMPUTER OPERATOR I (Automated Meter Reading)**  
**Information Systems Department**

**Range 31**  
**Salary**

**JOB DESCRIPTION:** Under the supervision of the Information Systems Administrator, to prepare hand-held automated meter reading devices for daily reading and operate the interface of data from the devices to the AS400 I-series server for the purpose of billing and reporting; provides a variety of support services to Information Systems; and performs related duties as assigned.

**SUPERVISOR:** Information Systems Administrator

**DISTINGUISHED FROM LOWER RANGE POSITION(S):**

This is an entry level Information Systems Operator position. The next level to which an operator could go is Operator II, which requires extensive knowledge of the Agency's mainframe operating system (at present – AS400 I-series).

**EXAMPLE OF DUTIES:**

Duties include, but are not limited to:

Preparation of hand-held meter reading devices for Meter Readers on a daily basis; serves as operator for the interface of handheld device data to the mainframe server for billing and reports for Customer Service and the Meter Shop; oversight of preparation of over-read/under-read and re-read slips for questionable billings and the related processing and issuance of bills for same; billing corrections; use and maintenance of Crystal Reports (reports generated via data collected through Itron or similar system); updates and distributes Agency telephone directory and speed dial list; maintains and updates employee door access codes and voice mail phone system codes; maintains and updates employee computer operating system license product keys assigned to individual computers; maintains and updates assigned Knox-Box keys for gated community residential customers and distributes listing to Agency personnel; purchases toner and ink cartridges for all Agency computer equipment; to serve as daily back-up to Accounting Department for general assistance as needed and when available.

Secondary duties include, but are not limited to: Primary backup to Operator II and backup to other staff in the Information Systems Department.

**QUALIFICATIONS:**

**Schooling:** High School Diploma or G.E.D.

**Certification(s):** None required

**Experience:** Any combination of education or experience which would likely provide the required knowledge and abilities needed for the performance of these duties; 1 year of increasingly responsible experience in the operation of data processing main frame and peripheral equipment is desirable but not required.

**License(s):** Possession of a valid driver's license issued by the California Department of Motor Vehicles for use in conjunction with the possible operation of Agency vehicles, with an acceptable driving record.

**Knowledge:** Comprehension of the water billing process at the Desert Water Agency and the related flow of reports and documentation necessary for the accurate and timely billing of its customers and for the processing of monthly and annual data reports; and the use of other general office equipment utilized in the Information Systems Department.

**Ability:** Work independently with little direction; follow oral and written instructions; maintain a given work schedule; research, analyze and react with correct methods and procedures in solving a variety of questions or problems that may arise in the course of working with the automated meter reading programs and devices; establish and maintain cooperative working relationships with Agency Staff and the general public.

**PHYSICAL REQUIREMENTS:**

**Climbing:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Going up and down ladders, stepping stools, stairs

**Bending:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Filing, picking up boxes, normal office range of motion

**Lifting:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Picking up boxes, picking up paper reams, boxes of preprinted paper for various uses

**Sedentary/sitting:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Sitting at desk

**Standing:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Standing on carpeted areas and on cement when in the Agency's vault area

**Repetitive motion:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Operation of equipment such as computer keyboard, telephone, typewriter, etc.

**WORK ENVIRONMENT:**

Generally, work is within the Agency Operations Center in an environment where the temperature is controlled. The majority of the Information Systems Department members work within an open space or in the confines of a cubicle. The Information Systems Department is located within an enclosed office area which is separate from other departments, and which can not be easily accessed by members of the general public. Lighting is overhead, the IS Department has a air cooling and heating system which is separate from the rest of the Operations Center and can be adjusted by the members of the department. There is a music/paging system which is on and operating throughout the work day. There are a number of pieces of office equipment that operate within the confines of the Accounting area, including, but not limited to: telephones, main switchboard, computers, computer printers, shredding machine, calculators, bursting machine, billing preparation/enveloping system.

**I have reviewed this Job Description with my Supervisor and received a copy.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

***The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.***