UTILITIES SOFTWARE COORDINATOR

PURPOSE AND NATURE OF WORK

Positions in this classification are responsible for the complex integration and software coordination across all divisions of smart technologies used by Lafayette Utilities System or by LUS Fiber to maximize business processes and delivery of services while complying with industry regulations. Incumbents reports to the Network Engineering and Operations Supervisor or the Communications Architecture and Engineering Manager and have supervisory duties for technical positions that implement, maintain, and support technologies used by LUS or LUS Fiber. The nature of the work changes and evolves rapidly as technology and/or departmental needs change and may require working after hours and weekends.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Orchestrates the interaction of software systems used by LUS or LUS Fiber, including such systems as customer billing and account management, customer self-service, Meter Data Management (MDM), Advanced Metering Infrastructure (AMI), Cityworks, Outage Management System (OMS), GoCare, Enghouse, outage maps, various other custom applications, and various system-monitoring devices (SCADA). Monitors software systems to anticipate any potential faults and to take proactive measures to prevent such faults. Through reporting elements and other control features, ensures that software systems are functioning effectively and efficiently. Oversees the planning, testing, implementation, and documentation of software updates, maintenance, and installations, working with vendors and negotiating contracts as needed. Works with divisions to coordinate needs pertaining to software to resolve any current issues, to provide support, and to meet future needs. Coordinates smart grid system reporting for divisions. Administers the software systems used for assets management and work management systems. Assigns and participates in the troubleshooting of software systems; assigns tasks and projects to IT personnel, monitoring for adherence to timeline and goals; and provides updates to management. Uses Multispeak and other enterprise messaging systems. Oversees cyber security measures for applicable software in accordance with industry standards. Manages software bids and RFPs. Makes budget recommendations to division supervisor. Supervises and trains software-related positions in the division. May also train end users on software and hardware.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of computer hardware, software, databases, and networking components of an information system.

Thorough knowledge of software, applications, and computer programming.

Familiarity with utilities or telecommunications system, its related software, and applicable industry regulations.

Ability to supervise employees, as well as manage project teams.

Ability to conduct needs assessments and plan system implementation.

Ability to identify complex problems, research and identify options, and implement system solutions.

Ability to manage own time effectively and to guide the time spent by others on system implementation.

Ability to perform cost estimations, timeline forecasting, and other predictions in order to accurately project system implementation cost and timetable.

Ability to think critically and logically as well as to communicate clearly.

Ability to translate technical concepts and terminology to individuals of all levels of technical familiarity.

Ability to establish effective relationships and communicate effectively with City-Parish officials, employees, customers, vendors, and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in computer science; computer, electrical, or telecommunications engineering; management information systems, or a closely-related field. Considerable professional work experience as a programmer, programmer analyst, systems analyst, or other closely related field of work. Substantial experience with utilities or telecommunications related software packages. An equivalent combination of training and experience is acceptable.