



**KERRVILLE
PUBLIC
UTILITY
BOARD**

JOB DESCRIPTION

TITLE: Utility Field Technician

DEPARTMENT: Field Services

POSITION STATUS: ☒ Full Time ☐ Part Time

REPORTS TO: Supervisor of Field Services

FLSA STATUS: ☐ Exempt ☒ Non-Exempt

JOB SUMMARY:

The Utility Field Technician supports the safe, accurate, and reliable operation of KPUB's advanced metering infrastructure (AMI). The position installs, tests, maintains, troubleshoots, and repairs AMI meters and related equipment; monitors system alarms and meter data; investigates abnormal readings, customer concerns, and potential theft of service; and maintains accurate records to support billing, customer service, revenue protection, and field operations. The position also performs manual meter activities when remote functionality is unavailable and assists other Field Services personnel as assigned.

RESPONSIBILITIES:

AMI System Monitoring & Support

- Monitor AMI alarms, communications, and meter conditions using Landis+Gyr and related software systems on a daily basis.
- Investigate communication failures, abnormal conditions, and prolonged AMI equipment or software issues; promptly inform the supervisor of unresolved problems.
- Maintain approved software updates and deploy AMI system components in accordance with established procedures.
- Coordinate field service needs with Dispatch when alarms or system conditions require a service truck response.

Meter Installation, Testing & Maintenance

- Install, inspect, test, calibrate, troubleshoot, maintain, and repair AMI meters, metering components, and related equipment.
- Perform meter change-outs, new AMI setups, first and final reads, meter testing, and manual reads when remote capability is unavailable.
- Inspect and service metering components and other assigned equipment to ensure safe and accurate operation.
- Perform visual inspections of KPUB facilities encountered during meter field inspections and report observed concerns.

Meter Data, Billing Support & Investigations

- Investigate unusual or abnormal readings, meter discrepancies, malfunctions, and customer complaints; re-read meters as necessary.
- Identify, investigate, document, and follow through on suspected meter tampering and theft of service under the direction of the supervisor.

Reviewed by: Howard Hall, Supervisor of Field Services

Approved By/Title: Annette Gonzales, Director of Human Resources

Last Revised Date: August 5, 2026

Date Issued: November 4, 2019



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- Generate, retrieve, verify, and maintain meter information, reports, data sheets, and documentation required for meter change-outs, AMI setups, and field activities.
- Accurately interpret reports, maps, meter data, and related materials and carry out appropriate procedures.

Customer Service & Departmental Coordination

- Meet and communicate professionally with customers regarding metering issues, usage concerns, and service-related questions.
- Coordinate with Customer Service, Billing, Dispatch, Operations, Engineering, and other KPUB departments as needed to resolve metering issues.
- Assist Utility Field Technicians and other Field Services personnel with assigned duties as operational needs require.

Safety, Equipment & Emergency Support

- Follow all applicable safety protocols, procedures, and processes identified in the KPUB Safety Manual and departmental practices.
- Perform assigned monthly equipment checks and submit completed inspection forms.
- Serve in the on-call System Dispatcher rotation as assigned and qualified.
- Perform other duties and special assignments as directed by the supervisor or General Manager/CEO.

Education, Training & Experience

- High school diploma or equivalent.
- Two (2) or more years of progressive electric metering field services experience and successful completion of SWEMA Introduction to Electrical Metering, or an equivalent combination of relevant experience and technical training.

Technical Knowledge

- Knowledge of electric meters, metering equipment, lines, poles, and related electric distribution facilities.
- Experience reading meters and performing general meter maintenance.
- Working knowledge of AMI and meter data management systems, including Landis+Gyr or similar platforms.
- Working knowledge of NISC, SCADA, Microsoft Office, including Outlook and Excel, and other utility software applications.

Skills & Abilities

- Ability to diagnose metering and AMI equipment issues and perform appropriate testing, maintenance, calibration, and repair.
- Ability to read and comprehend technical information and accurately interpret reports, maps, meter data, and related materials.

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- Effective verbal and written communication skills for interaction with employees and customers and for developing reports, procedures, and documentation.
- Ability to work independently, organize priorities, exercise sound judgment, and achieve assigned objectives.
- Ability to maintain confidential company and customer information.

Licenses & Other Requirements

- Valid Texas Driver's License with an acceptable driving record.
- Bondable.
- Ability to participate in on-call, emergency, overtime, weekend, or holiday assignments as required.

PREFERRED QUALIFICATIONS

- Metering certification through a recognized utility metering program.
- Additional training or certification in AMI systems, electric metering, meter testing, or revenue protection.
- Experience with Landis+Gyr, NISC, SCADA, and meter data management systems in an electric utility environment.

PHYSICAL REQUIREMENTS / ESSENTIAL FUNCTIONS

- Frequently stand, walk, bend, stoop, kneel, crouch, climb, reach, and work in and around field locations and utility facilities.
- Frequently use hands and fingers to handle meters, tools, test equipment, computers, mobile devices, and other equipment.
- Frequently communicate verbally and audibly with customers, employees, and field personnel.
- Frequently read and interpret meter displays, computer screens, labels, maps, reports, and technical documentation.
- Lift, carry, push, or move materials and equipment weighing up to 50 pounds.
- Operate a motor vehicle and travel throughout the KPUB service territory.
- Perform the essential functions of the job in a fast-paced and occasionally high-pressure environment, with or without reasonable accommodation.

WORKING CONDITIONS

- Work is performed in office, warehouse, vehicle, customer premises, roadside, and outdoor utility environments.
- Outdoor work may involve heat, cold, rain, wind, uneven terrain, traffic, insects, animals, and other field conditions.
- Potential exposure to electrical hazards, energized equipment, confined work areas, dust, noise, and moving vehicles or equipment; required personal protective equipment must be used.
- Frequent interaction with customers, contractors, field crews, office personnel, and management.
- May be required to work overtime, weekends, holidays, emergency call-outs, and on-call assignments.

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JOB DESCRIPTION ACKNOWLEDGEMENT

EMPLOYEE STATEMENT OF UNDERSTANDING:

This job description does not constitute an employment agreement between Kerrville Public Utility Board (KPUB) and the employee. KPUB reserves the right to assign, reassign, or eliminate duties and responsibilities at any time.

I have read and received a copy of this job description.

Employee's Signature

Date:

Employee's Name (Please Print)

Current Job Title

This signed job description will be placed in your personnel file.