



Human Resources

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DATE: September 5, 2023
TO: Civil Service Board
FROM: Laura Dahl
Human Resources Generalist
SUBJECT: Revised Job Classification of Instrument Specialist

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF INSTRUMENT SPECIALIST.

Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The purpose of this position is to responsible for the installation, repair, optimization, support and ongoing maintenance of the City gas, water and wastewater instrumentation and Supervisory Control and Data Acquisition (SCADA) systems for all associated end users.

The major/primary change to the job description included removing the Class B driver's license requirement. This licensure requirement is no longer necessary for the position and is a barrier to attract applicants.

The job classification was discussed with the Basic Union and all are agreeable to the proposed job description.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Instrument Specialist.

Instrument Specialist

SUMMARY/PURPOSE

Position is responsible for the installation, repair, optimization, support and ongoing maintenance of the City gas, water and wastewater instrumentation and Supervisory Control and Data Acquisition (SCADA) systems for all associated end users.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Install, maintain and repair a variety of electronic equipment necessary for the effective and safe operation of City Gas, water and wastewater through analysis, design, programming, testing, and integration of SCADA systems.
2. Perform SCADA file system configuration and management in conjunction with IT.
3. In conjunction with IT, recommend, schedule, and perform SCADA software and hardware improvements, upgrades, patches, reconfiguration, backup, recovery, and purchases.
4. In conjunction with IT, recommend and enforce policies, procedures, and technologies to ensure SCADA data and server integrity.
5. In conjunction with IT, conduct research on emerging products, services, protocols, and standards in support of SCADA systems software procurement and development efforts.
6. In conjunction with IT, manage SCADA end user accounts through safeguards, permissions, storage, and overall access rights.
7. In conjunction with IT, operate standard diagnostic and repair equipment and tools to properly complete the preventive maintenance or repair projects.
8. In conjunction with IT, read and interpret blueprints, drawings, manuals, and output data to diagnose and repair equipment.
9. In conjunction with IT, coordinate with outside contractors and determine necessary level of involvement and oversight required.
10. Coordinate with other city departments and divisions as necessary.
11. Perform offsite visits across the city-based on system needs.
12. Prepare material lists and costs estimates within assigned budget.
13. Attend appropriate training sessions.
14. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
15. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. A minimum of four (4) years of experience as an Instrument Technician; OR a minimum of five (5) years of full-time equivalent work experience as an instrument or computer repair technician, working with installation, maintenance and repair of electronic monitoring and

- processing equipment; with at least one (1) year of experience with programmable logic controls, or critical subsystems and equipment such as HMI or SCADA control systems.
- B. Experience with water, wastewater and gas controls and instrumentation required.
2. License Requirements
- A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
 - B. Possession of a Minnesota Journeyman Electrician License or equivalent.
 - C. Completion of the Natural Gas Operator Qualifications (OQ) courses required as specified by the Chief Engineer of Utilities within six (6) months of hire and maintain certifications thereafter.
3. Knowledge Requirements
- A. Knowledge of the various types of electrical instruments, equipment, and components and the standard practices, materials, and processes of the instrument and computer repair trade.
 - B. Knowledge of basic PLC block diagrams and ladder logic programming.
 - C. Knowledge of the NEC and NFPA guidelines.
 - D. Knowledge of and ability to repair electronic circuits.
 - E. Knowledge of safe working practices and ability to perform work in a safe manner.
 - F. Knowledge of network, PC, and server operating systems, including Windows Servers.
 - G. Knowledge of problem-solving and conflict-resolution techniques.
 - H. Knowledge of applicable safety requirements.
 - I. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
- A. Skill in diagnosing, maintaining and repairing diverse electrical and electronic equipment at a component level.
 - B. Skill in communicating with others to determine the nature of equipment malfunctions and assist with problem diagnosis.
 - C. Skill in manipulating tools and equipment using fine hand movements.
 - D. Skill in reading and interpreting blueprints and schematic drawings.
 - E. Skill in directing the work of others.
 - F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - G. Skill in managing one's own time.
 - H. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
- A. Ability to use hand and power tools.
 - B. Ability to terminate conductors properly.
 - C. Ability to work from drawings and specifications.
 - D. Ability to read and interpret logic drawings and schematic diagrams.
 - E. Ability to operate test equipment.
 - F. Ability to understand and implement oral and written instructions.
 - G. Ability to prioritize, schedule, and coordinate work effort.
 - H. Ability to establish and maintain effective working relationships with co-workers, supervisors and the general public.
 - I. Ability to effectively communicate with individuals and groups, both verbally and in writing.
 - J. Ability to make repairs on electrical and electronic components.
 - K. Ability to work independently without direct supervision in a team environment.
 - L. Ability to respond to a call outs after completion of regular assigned work hours.
 - M. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

- N. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- O. Ability to communicate and interact effectively with members of the public.
- P. Ability to communicate effectively both orally and in writing.
- Q. Ability to understand and follow instructions.
- R. Ability to problem-solve a variety of situations.
- S. Ability to set priorities and complete assignments on time.
- T. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

HR: LD	Union: Basic	EEOC: Technicians	CSB:	Class No: 3133
WC: 7502	Pay:	EEOF: Utilities/Transportation	CC:	Resolution:

Instrument Specialist

SUMMARY/PURPOSE

Position is responsible for the installation, repair, optimization, support and ongoing maintenance of the City gas, water and wastewater instrumentation and Supervisory Control and Data Acquisition (SCADA) systems for all associated end users.

DISTINGUISHING FEATURES OF THE CLASS

~~Employees at the Instrument Specialist level are distinguished from the Instrument Technician level by the reduced amount of guidance and instruction provided, reliance on outside contractors and a higher level of technical expertise and responsibility. This position exercises more independent discretion and judgment in the performance of its essential duties.~~

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Install, maintain and repair a variety of electronic equipment necessary for the effective and safe operation of City Gas, water and wastewater through analysis, design, programming, ~~networking,~~ testing, and integration of ~~data processing system~~ SCADA systems.
2. Perform SCADA file system configuration and management in conjunction with IT.
3. In conjunction with IT, recommend, schedule, and perform SCADA software and hardware improvements, upgrades, patches, reconfiguration, backup, recovery, and purchases.
4. In conjunction with IT, recommend and enforce policies, procedures, and technologies to ensure SCADA data and server integrity.
5. In conjunction with IT, conduct research on emerging products, services, protocols, and standards in support of SCADA systems software procurement and development efforts.
6. In conjunction with IT, manage SCADA end user accounts through safeguards, permissions, storage, and overall access rights.
7. In conjunction with IT, operate standard diagnostic and repair equipment and tools to properly complete the preventive maintenance or repair projects.
8. In conjunction with IT, read and interpret blueprints, drawings, manuals, and output data to diagnose and repair equipment.
9. In conjunction with IT, coordinate with outside contractors and determine necessary level of involvement and oversight required.
10. Coordinate with other city departments and divisions as necessary.
11. Perform offsite visits across the city-based on system needs.
12. Prepare material lists and costs estimates within assigned budget.
13. Attend appropriate training sessions.
14. Perform essential Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
- 14.15. Other duties of Instrument Technician may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed ~~below~~ are representative of the knowledge, skills, and abilities required.

1. Education and Experience Requirements

- A. A minimum of four (4) years of experience as an Instrument Technician; OR a minimum of five (5) years of full-time equivalent work experience as an instrument or computer repair technician, working with installation, maintenance and repair of electronic monitoring and processing equipment; with at least one (1) year of experience with programmable logic controls, or critical subsystems and equipment such as HMI or SCADA control systems; or,
- B. Experience with water, wastewater and gas controls and instrumentation required.

2. License Requirements

- A. ~~Possession of~~ Possess and maintain a valid Minnesota Class ~~B-Commercial~~ D driver's license or ~~equivalent privilege~~.
- B. Possession of a Minnesota Journeyman Electrician License or equivalent.
- C. Completion of the Natural Gas Operator Qualifications (OQ) courses required as specified by the Chief Engineer of Utilities within six (6) months of hire and maintain certifications thereafter.

3. Knowledge Requirements

- A. Knowledge of the various types of electrical instruments, equipment, and components and the standard practices, materials, and processes of the instrument and computer repair trade.
- B. Knowledge of basic PLC block diagrams and ladder logic programming.
- C. Knowledge of the NEC and NFPA guidelines.
- D. Knowledge of and ability to repair electronic circuits.
- E. Knowledge of safe working practices and ability to perform work in a safe manner.
- F. ~~Working~~ Knowledge of network, PC, and server operating systems, including Windows Servers.
- G. Knowledge of problem-solving and conflict-resolution techniques.
- H. Knowledge of applicable safety requirements.
- I. Knowledge of, or the ability to learn, City policies and procedures.

4. Skill Requirements

- A. Skill in diagnosing, maintaining and repairing diverse electrical and electronic equipment at a component level.
- B. Skill in communicating ~~to other~~ with others to determine the nature of equipment malfunctions and assist with problem diagnosis.
- C. Skill in manipulating tools and equipment using fine hand movements.
- D. Skill in reading and interpreting blueprints and schematic drawings.
- A. ~~Skill with Ethernet network architecture.~~
- E. Skill in directing the work of others.
- F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- G. Skill in managing one's own time.
- H. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements

- A. Ability to use hand and power tools.
- B. Ability to terminate conductors properly.
- C. Ability to work from drawings and specifications.
- D. Ability to read and interpret logic drawings and schematic diagrams.
- E. Ability to operate test equipment.
- F. Ability to understand and implement oral and written instructions.
- G. Ability to prioritize, schedule, and coordinate work effort.
- H. Ability to establish and maintain effective working relationships with co-workers, supervisors and the general public.
- I. Ability to effectively communicate with individuals and groups, both verbally and in writing.

- J. Ability to make repairs on electrical and electronic components.
- K. Ability to work independently without direct supervision in a team environment.
- L. Ability to respond to a call outs after completion of regular assigned work hours.
- M. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

1. ~~Physical Ability Requirements~~

~~A. Ability to work outside year round.~~

N. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

O. Ability to communicate and interact effectively with members of the public.

~~N.P. Ability to work from ladders or scaffolds up to 50 feet high~~ communicate effectively both orally and in writing.

~~O.Q. Ability to work in confined spaces~~ understand and follow instructions.

~~B. Ability to routinely lift and carry equipment weighing up to 40 pounds, and occasionally lift and carry with assistance equipment up to 70 pounds.~~

R. Ability to problem-solve a variety of situations.

S. Ability to stand, walk, kneel, crouch set priorities and stoop, complete assignments on time.

T. Ability to attend work as needed to perform scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

~~C. Ability to transport oneself to, from and around sites or projects, tests and other assignments.~~

~~D. Ability to attend work on a regular basis.~~

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

HR: LD	Union: Basic	EEOC: Technicians	CSB:	Class No: 3133
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