DELAWARE SOLID WASTE AUTHORITY

JOB DESCRIPTION

MARCH 4, 2009

TITLE: WEIGH SYSTEM SUPPORT TECHNICIAN I

REPORTS TO: MANAGER OF INFORMATION TECHNOLOGY

JOB CLASS: NON-EXEMPT

LOCATION: DOVER

PURPOSE:

This position provides support to management, operations and other areas DSWA to assure that the weigh systems field operations are maintained and that timely resolution of related operational problem (in the field) occurs.

JOB DUTIES:

* Assist in the training of weighmasters utilizing DSWA's weighing system and software

* Thorough knowledge of the weigh system operating and reporting functions

* Assist in the preparation, issuance and timely updating of weighing system Standard Operating Procedures (SOP)

* Develop reports for management and operations on an as needed basis utilizing the weighing system database

* Assist in the auditing of the weighing system database

* Audit, track and assist in analyzing and preparing field transaction reports checking for accuracy and anomalies

* Assist in developing improvements to the DSWA's weighing system/software

* Assist in evaluating alternate software and systems for conducting DSWA's business transactions and field operations

* Provide field support to assist weighmaster/staff as required

* On call to respond and resolve field operational problems encountered with the weighing system

System maintenance consists of data entry for new accounts, trucks and producing bar coded ID Cards

Perform other duties as assigned.

This position will also provide support to other areas within the DSWA on an as needed basis to assure continuity of DSWA's operations.

QUALIFICATIONS:

Possession of an associate's degree in business, information systems, computer science or related field and minimum of five (5) years' in related job duties. The ability to work with diverse personnel, consultants and contractors is preferred. Experience with computers and ability to quickly learn new software features is essential.

* Denotes essential functions of the position