

DELAWARE SOLID WASTE AUTHORITY

JOB DESCRIPTION

MARCH 4, 2009

TITLE: WEIGH SYSTEM SUPPORT TECHNICIAN III
REPORTS TO: MANAGER OF INFORMATION TECHNOLOGY
JOB CLASS: NON-EXEMPT
LOCATION: DOVER

PURPOSE:

The primary responsibility is to assure that the weigh systems field operations are maintained and that timely resolution of related operational problems (in the field) occurs. Daily transaction, data auditing and on going weighmaster/staff training to minimize transaction errors and optimize transaction database accuracy are major functions of the position.

JOB DUTIES:

- * Provide training of weighmasters utilizing DSWA's weighing system and software
 - * Thorough knowledge of the weigh system operating and reporting functions
 - * 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
 - * Auditing of the weighing system database
 - * Audit, track and assist in analyzing and preparing field transaction reports checking for accuracy and anomalies
- Develop improvements to the DSWA's weighing system/software

Weigh System Support Technician III

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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 ten (10) 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