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| <p style="text-align: center;"><b>Marblehead Municipal Light Department</b><br/><b>Position Description</b></p> |
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**Position Title: Meter Technician**

**Reports To:** Manager of Technical Operations

**Salary:** Labor Grade 10 (\$84,722 - \$99,348 annually)

**Date:** October 2025

**FLSA Non-Exempt**

**GENERAL SUMMARY:**

The Marblehead Municipal Light Department (MMLD) seeks a Meter Technician to support maintenance and upgrades to its Advanced Metering Infrastructure (AMI). This AMI consists of customer 'smart meters' that communicate wirelessly to a mesh, which relay data to a dedicated fiber optic network for customer billing. The candidate selected under the direction of the Manager of Technical Operations, the Lead Meter Technician, will support the installation, testing, and deployment of customer meters and maintenance of the AMI and network communications systems.

**ESSENTIAL JOB FUNCTIONS\*:**

- Remove and install meters for maintenance, temporary power, non-payment, construction, etc.
- Program, test, and install 'smart' meters for revenue collection and automatic meter reading.
- Support reporting data transfer from the AMI to MMLD's billing platform.
- Coordinate collection of delinquent accounts, deliver shut off notices, remove and reinstall meters for nonpayment.
- Coordinate with line crews for installation of metering and monitoring equipment.
- Answer no-light orders, assist customers in troubleshooting equipment failures.
- Support the estimation of bills when meters cannot be read.
- Determine tampering and diversion, report findings and maintain records for evidence.
- Support scheduled meter readings for billing cycles.
- Troubleshoot and resolve network communications issues.
- Ensure relevant data systems are updated as required.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Familiar with or ability to learn computer hardware and software for programming, testing and calibration of meters.
- Ability to learn map-based software/ GIS systems for metering communications and asset management.
- Perform other duties as required.

**PREPARATION, KNOWLEDGE, SKILLS & ABILITIES:**

- Experience in testing, wiring, and troubleshooting fundamental circuits and meters is a plus.
- Knowledge of circuit diagrams, electrical theory and meter theory is a plus. Training will be provided both in-house and through a qualified training center.
- Familiarity with Microsoft Office Suite and ability to learn new computer software applications.
- Ability to communicate effectively verbally, establish positive public relations for the organization and interact effectively with customers.
- Experience with configuring and troubleshooting computer networks, firewalls/ local area networks (LANs), fiber optic networks is desirable.

## **SUPERVISORY RESPONSIBILITY:**

No direct supervision responsibilities.

## **WORKING CONDITIONS/PHYSICAL DEMANDS:**

- Regular periods spent outside subject to weather conditions while inspecting or completing work.
- Requires Massachusetts state driver's license.
- This position should be able to lift 30lbs and operate hand tools; it requires the ability to sit, stand, crouch, kneel, raise both arms, see, hear, and smell\*
- May be asked to respond to emergencies or attend meetings or events outside of normal working hours on occasion.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

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| <p><b>*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.</b></p> |
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