

Parking Pay Station Technician

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Positions in this broad class install, remove, modify, maintain, program, troubleshoot and repair multi-space parking control systems.

Parking Pay Station Technician - 30000099

Distinguishing Characteristics

The journey level of this class typically performs all class duties. Incumbents work on all aspects of multi-space parking control systems, including assembly and reassembly of units, overall operations, and individual components such as coin selectors, card readers, coin vault locking systems, electronic keys, printers, process control equipment and communication equipment.

Typical Duties/Examples of Work

1. Responds to calls and alarms regarding parking equipment breakdowns and malfunctions; troubleshoots parking meter system malfunctions and failures; restarts or replaces system components, micro-switches, EPROM's, relays and other parts or entire single meters as needed or per work orders; interacts with bureau staff and remote vendor staff to discuss/resolve system problems; assists with diagnosis of wireless communication problems; ensures that repairs are safe and operate properly; reviews the work of suppliers, contractors and others to ensure compliance with specifications and standards.
2. Performs preventive maintenance on electronic and mechanical parking controls and related transmitting equipment and systems; inspects and tests equipment and system using diagnostic and analytical tests; replaces batteries and components, calibrates, adjusts, tests and oils mechanisms, and disassembles and reassembles housings.
3. Assembles, prepares and installs multiple-space meters and housings; initiates and tests equipment to ensure proper operation; disassembles and reassembles equipment as necessary; ensures that installations are safe and equipment operates properly; removes existing meters.
4. Conducts multiple testing procedures to identify malfunctions; pulls system components from malfunctioning meters and replaces component; shop tests components to help identify problem, and sends components for warranty repair or replacement; calibrates replacement equipment to ensure proper operation.

5. Upgrades meter systems; performs on-street programming of a variety of system component functions from reprogramming time limits and parking rates to installing and verifying complex system changes to multi-space parking meter systems; tests and verifies functionality of system programming.
6. Performs coin collections on damaged or malfunctioning meters and delivers proceeds to counting house provides support to collections staff by correcting coin collection system problems identified during collection process; Maintains security of meter locks and keys and of assigned credit card; tests electronic payment card and coin functions for proper operation; complies with security policies and procedures.
7. Maintains detailed electronic records, transaction log, preventive maintenance log, part inventory and time sheet; performs queries and produces reports from multiple databases; analyzes and interprets data to determine individual meter or meter system performance; downloads data terminals to database; carries out all required safety and reporting procedures.
8. Monitors system functional performance; identifies deficiencies and potential improvements and corrections; provides input to suppliers and management regarding modifications and enhancements to improve system performance; tests and evaluates new models and equipment and system upgrades and modifications to assess functionality within the City's on-street parking control system.
9. As assigned, directs work of crews or work groups; responsible for worker safety, review of work, training and guidance in duties; trains/assists new employees.
10. Drives a van or other vehicles to transport materials, tools, equipment, other employees to meter locations and other work sites; operates forklift and other lifting devices.
11. Assists on-street customers in performing transactions and understanding parking regulations.
12. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: characteristics and capabilities of electronic and mechanical multi-space parking meters, parts and components; procedures for installation, operation, troubleshooting, repair, programming, maintenance, handling and storage of parking meters; operation and use of hierarchical electronic key systems; tools, instruments, devices, and equipment used when working on parking meters; standards of metered parking zones, traffic and parking signage; basic knowledge of parking enforcement standards and the City's overall on-street parking system; standard computer applications (MS Office); web-based

inventory work management database systems; security practices and procedures needed to safeguard system revenue, sensitive equipment and materials.

Ability to: analyze data generated by the system and assess the integrity of that data; research information as necessary to troubleshoot effectively; interpret diagrams and instructions for parking control installations and modifications; perform precise measurements and arithmetic including multiplication, division fractions, decimals and conversions; observe system operation to detect location of errors, including visual and auditory observation; effectively manipulate small parts and perform fine inspection and assembly tasks; communicate effectively; establish and maintain effective working relationships with co-workers, vendors and service providers; work productively in a team; interact appropriately with the public.

Skill in: repairing, troubleshooting, maintaining, and installing parking meter components, process control equipment and related electronic and communications devices; operation of specialized programming and testing equipment; operating lifting devices.

Special Requirements

Valid state driver’s license.
Training and vendor certification to perform work on all products under warranty.

Classification History:

Adopted: 2-03-99:
Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:
1250 Parking Meter Tech Adopted 10-16-75, Revised 02-28-80, 06-05-89 Revised 04-04-97

Revised: Nov, 2005 Duties updated to reflect new technology for single-space meters and the implementation of multi-space meter systems.

Revised: July 1, 2008 Title change from Parking Meter Tech
June 2009 - Change Job Class number from 1250 to 30000099, due to system change.

Parking Pay Station Technician, Lead - 30000100

Distinguishing Characteristics

The lead level of this class typically performs all class duties and in addition serves as a lead worker. It is distinguished from the Parking Pay Station Technician class by the lead assignment and for the responsibility for testing and

troubleshooting more sophisticated programming codes and diagnosing complex software problems Note: This is a premium pay class for assignment of lead duties. Employees do not accrue seniority or obtain status in this class. Employee is assigned from a base class.

Typical Duties/Examples of Work

1. Plans, schedules and coordinates work; determines resource needs of work group; directs work of crews or work groups; coordinates work with other crews or work groups.
2. Uses computer applications to organize and record work and to maintain asset inventory information.
3. Reviews the work of and provides training and guidance to assigned staff.
4. Serves as lead field tester for new software updates including meter rate program changes; tests programming corrections and makes recommendations to software vendors to address errors; transmits data to or results to the vendor for analysis and documentation.
5. Develops detailed written procedures and step-by step instructions for use by the Parking Pay Station Technician to upload corrected programs; provides technical expertise and guidance to other Parking Pay Station Technicians regarding installation, maintenance, troubleshooting, repair, operation, or upgrade of the meters; develops protocols and procedures, and provides training to co-workers for installing software upgrades and rate changes.
6. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: principles and practices of effective leadership, parking meter hardware and software installation, maintenance, troubleshooting, repair and operations, back-of-house software system and data management

Ability to: schedule and assign the work of others; analyze data from asset inventories and work management system to plan and organize work, analyze electronic equipment and understand complex formats and meter programs; detect and diagnose malfunctions.

Skill in: demonstrating techniques to others; providing training to others; providing lead direction to staff, including assigning and reviewing work; developing and preparing reports and records.

Special Requirements

Valid state driver's license.

Training and vendor certification to perform work on all products under warranty.

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

1251 Parking Meter Technician, Lead (No Class Spec Available)

Revised Nov, 2005 Added use of computer applications to plan and organize work.

July 1, 2008: Title change from Parking Meter Tech, Lead

June 2009 - Change Job Class number from 1251 to 30000100, due to system change.

Revised 10-1-2016: Clarified hardware and software trouble shooting duties.

Working Conditions

Work in this class is typically performed in a shop environment and a field environment. Incumbent is typically required to lift up to 80 pounds; to work outdoors as required in all weather conditions; to wear protective gear; to work with hand and power tools; to wear a uniform/badge; to comply with security procedures