

AUTOMATION ANALYST - SOFTWARE

Public Works | Forced Drainage



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Automation Analyst – Software is responsible for providing technical support and analytical assistance for the day-to-day automation and telemetry operations of the Forced Drainage Division.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Tuesday to Friday

Must be willing to work extra hours as needed and shift work may be required.

SHIFT

7 a.m. to 5:30 p.m.

LOCATION

Public Works – North Campus

REPORTS TO

Automation Integration Supervisor

PHYSICAL DEMANDS

Lift up to 50 lbs. (medium)

WORK ENVIRONMENT

Both office and field settings, with regular work at pump stations and remote sites involving exposure to varying weather conditions, emergency response situations, and rotating on-call requirements.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected to monitor, program, troubleshoot, and maintain telemetry, SCADA, PLC, and related software and communication systems supporting pump stations and remote monitoring infrastructure.

The Automation Analyst – Software is required to maintain on-call availability to respond to workload demands, system failures, and emergency situations, including storm operations.

JOB DUTIES

- Monitor telemetry systems daily for alarms, alerts, failures, water levels, and system performance, and promptly notify supervisory staff of critical issues.
- Monitor weather conditions and initiate pump-down operations when necessary to support flood prevention efforts.
- Program, configure, maintain, update, and troubleshoot PLCs, touch screen interfaces, network configurations, telemetry servers, and SCADA-based automation systems.
- Assist with the conceptual design, testing, procurement, and implementation of software used in telemetry and automation projects.
- Support the design, fabrication, installation, and testing of telemetry and automation control panels, including both hardware and software components.
- Develop and maintain technical documentation, including system architecture diagrams, configuration records, and standard operating procedures for automation and telemetry systems.
- Maintain and troubleshoot wireless routers, Ethernet radio communications, and remote radio communications at pump stations.
- Interpret electrical drawings, schematics, and technical documentation to support troubleshooting and system enhancements.
- Utilize computers, tablets, network analyzers, and other electronic test equipment to diagnose and resolve system issues.
- Maintain, update, research, and implement automation software upgrades and patches as appropriate.
- Perform routine backups of telemetry systems, VPN configurations, NAS systems, and other critical automation files.
- Perform periodic testing of backup, disaster recovery, and failover systems to ensure system continuity during emergencies.
- Assist with generator preventive maintenance and float/backup preventive maintenance inspections in coordination with hardware analysts.
- Assist with pump station inspections, float adjustments, and system repairs as required.
- Coordinate and work with contractors, vendors, and other parish departments on automation and telemetry-related projects.
- Cross-train with automation hardware staff and provide assistance as needed.

AUTOMATION ANALYST - SOFTWARE

Continued from previous page.

JOB DUTIES CONTINUED

- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Ability to take initiative, support team objectives, and coordinate effectively with supervisors, technical staff, and other departments during both routine operations and emergency events.
- **Time Management:** Ability to prioritize multiple tasks, respond promptly to system alerts, and manage workload efficiently while meeting operational deadlines and on-call requirements.
- **Analytical Skills:** Must be able to analyze system data, alarms, and performance trends to diagnose issues, identify root causes, and implement effective technical solutions..
- **Communication Skills:** Strong written and verbal communication skills to communicate technical information, system issues, and status updates verbally and in writing to supervisors, contractors, and other parish personnel.
- **Organizational Skills:** Ability to maintain accurate system documentation, backups, configurations, and records while tracking multiple automation and telemetry projects simultaneously.
- **Technical Skills:** Strong proficiency in programming, maintaining, and troubleshooting PLCs, SCADA systems, telemetry networks, and automation software; working knowledge of networking, wireless communications, and electrical schematics; and the ability to use Microsoft 365, SharePoint, and Planner to manage documentation, system records, and workflow coordination.
- **Qualifications:**
 - High School Diploma or GED Certificate
 - Minimum of one (1) year of experience in telemetry, automation, SCADA, PLC systems, or a closely related technical field.

