

SYSTEM OPERATOR

DEFINITION

Under general direction, ensures the operation of the electric transmission and distribution system is reliable, efficient, effective, and safe; and restores service in a timely manner to all customers; courteously interacts with customers while assisting with complaints, and planned and unplanned outages; and performs related work as required.

EXAMPLES OF DUTIES

1. Monitors the status and maintains control of the transmission and distribution system through the use of the Supervisory Control and Data Acquisition System (SCADA), meters and other equipment, as well as various software and technology platforms.
2. Initiates, validates, and coordinates switching orders and electrical clearances on transmission and distribution systems for planned and unplanned work.
3. Receives, troubleshoots, prioritizes, and dispatches appropriate personnel and equipment for all non-9-1-1 emergency and non-emergency calls for the electric system during business and non-business hours.
4. Monitors and operates substation communications equipment to detect any abnormal conditions; performs operations or adjustments to correct such abnormalities or refers the problem to specialized maintenance personnel.
5. Maintains continuity of service by analyzing system status and causes of system failures.
6. Maintains control of the electrical system, and safely dispatches appropriate personnel and equipment to correct routine system problems and restore electric service during emergency conditions.
7. Provides detailed reports of system failures, disturbances, and unusual conditions.
8. Maintains accurate telephone, radio, and station logs. Updates all databases and mapping systems with real-time changes including updated asset data that affect the operation and troubleshooting of the electric system.
9. Monitors and reports on any equipment, which pertains to the operation of the electric system.
10. Interacts courteously and calmly with key customer stakeholders, including contractors, the general public, key account customers, city co-workers.
11. Maintains the work area and records events correctly in provided electronic logs. Sends out timely notifications via email, text message, and telephone, or other provided channels, to all stakeholders, and coordinates transmission work with NCPA and PG&E.
12. Assists customers with problems and complaints by determining and contacting appropriate staff to resolve their situation.
13. Performs duties involving basic arithmetic and algebraic calculations.
14. Assists in training new system operators.

EMPLOYMENT STANDARDS

Education/Experience

Any combination of education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school. Successful completion of a System Operator training program is desirable.

Experience: Three years of journey level experience with an electric utility:

- as a system operator or dispatcher OR
- performing substation maintenance OR
- performing overhead line construction and maintenance and underground residential distribution (URD) OR
- five years experience with an electric utility requiring knowledge of electrical transmission and distribution systems, equipment and operation.

Knowledge

Knowledge of the fundamentals of electric theory regarding power flow in the operation of an electrical power system and equipment including power transformers, circuit breakers, air switches, capacitors, motors, generators, instruments, vaults, manholes, and pull boxes, potential hazards and standard safety precautions involved to life and property resulting from switching operations; environmental and safety practices, procedures, and standards.

Ability

Ability to effectively operate electrical transmission and distribution systems via SCADA and various other personal computer software such as Microsoft Office; understand and follow written and oral instructions; read and interpret electrical transmission and distribution maps and drawings; communicate effectively with strong customer services skills, and exercise tact and maintain poise in addressing service requests, disputes and differences arising from customer, inter-divisional, inter-departmental, contractor, general public and outside regulatory interactions; establish and maintain accurate records; prepare reports; perform simple single and three phase electrical calculations and arithmetic and algebraic calculations; work under pressure with accuracy and speed in a complex work environment; effectively handle multiple priorities, organize workload, and meet strict deadlines; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with employees and the general public; and train and evaluate assigned staff.

Special Requirements

Willingness and ability to work various shifts in accordance with the MOU, including nights, weekends, and holidays as required as part of a 24/7 operation. Willingness and ability to work overtime as required. Physical condition appropriate to perform assigned duties and responsibilities including free from color blindness and normal hearing ability.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.