JOB DESCRIPTION FORM

COMPANY: Newport Utilities    DATE PREPARED: 2/2017

JOB TITLE: Senior Systems Operator

REPORTS TO: Electrical Engineer

PURPOSE OF THE JOB (Why is the job performed?):

The Senior Systems Operator is responsible for the overall performance and efficiency of the 24/7 communications/dispatch center and the planning and assigning of work to NU’s field resources with the end goals being:

1) Achieve maximum reliability of NU’s systems
2) Deliver timely and courteous service to Customers
3) Efficient and effective use of field personnel/resources
4) Tracking, Reporting, Analysis of key performance indicators (both systems and resources) required to enable proactive corrective action/improvement initiatives.

RESOURCE PLANNING – SCOPE

• Electric, Water, and Wastewater systems (longer term may include Fiber/Broadband System)

OVERVIEW OF ACTIVITIES COORDINATED/PLANNED THROUGH CENTER

• New Construction/Installation of Services: electric, water, and sewer, outdoor lighting.
• Service changes (changeovers)
• Emergency cut loose or cutoff situations
• Outages (electric, water, and sewer)
• Trouble calls (service related issues, leaks, backups, pressure, quality)
• Standard Reconnect or Disconnect of services
• Disconnects/Reconnects associated with Disconnects for Non-Payment processes
• TN-1-Call locates (call-in and incoming requests)
• Coordinate Field maintenance work for primary, secondary, and service lines, street and security lights
• Coordinate Field maintenance work associated with AMI infrastructure (meters, collectors, etc.)
• Coordinate Field maintenance for water and sewer distribution system
• Tree trimming/Coordination with Right of Way Supervisor
• Inspections in the field
Essential Job Functions

- Responsible for monitoring SCADA, OMS, AMI systems and take corrective actions when necessary.
- Evaluate anomalies at the electric/ water meter level; i.e. blinks, abnormal usage, no/ low usage, hot sockets.
- Efficient scheduling of all field resources to meet deadline and maximize operational efficiency including during major events.
- Determines the location of each service and construction crew and maintains communication contact with these crews.
- Receives contacts (internal calls or e-communications) regarding Customers concerning trouble calls, outages, etc. which require troubleshooting with Customer before dispatching field resources (for example: tripped main breakers, suspected water leaks, sewer backup problems, “please describe the wire you see on the ground”, how to cut your water off, etc.).
- Receives and dispatches radio and/or phone messages as necessary and maintains logs.
- Update and maintain the accuracy of all system operations data. This includes real-time statuses of the configuration of the system, outage statuses, and other processes that are required for efficient operations. This also includes data that will be used for historical purposes to analyze the system for possible reliability improvements or answer inquiries from customers.
- Update and maintain real time statuses of work flow tasks.
- Efficiently coordinate and communicate restoration of service to customers.
- Perform root-cause analysis of major outages and prepare formal reports that include a complete time line of events, cause, conclusions, and corrective actions.
- Effective communications concerning system changes and events, both internally and externally, is required (use of Call Capture System for broadcast communications and/or IVR scripts in OMS system).
- Determine when to call in additional resources or let employees go home during times of emergency response. When resources are needed, this group will call employee lists.
- Contact customers to schedule or coordinate work as needed.
- Monitor progress on assignments/service orders and take action to address any issues. This may be by communicating directly with employees in the field or by working with the operational departments’ supervisory team, or interacting with customers directly.
- Works proactively with operation staff to provide input to resolve personnel performance issues.
- Help to resolve customer issues; negotiate with customers as needed.
- Plan staffing in advance to ensure work order commitments are met while maintaining productivity measures are met.
- Performs all Switching and Return Order call outs for substation department.
- Develop, implement, and report (daily, weekly, monthly) key operational performance metrics to support business requirements for systems and resources.
Qualifications: Knowledge, Skills, & Abilities Required:
- Minimum - Associates Degree in Electrical Engineering or Electrical Technology discipline or Minimum ten years as a Journeyman Lineman
- General knowledge of electric system dispatching/SCADA, Outage Management & AMI Systems Required, minimum five years’ experience preferred.
- Advanced computer, reporting, and analytical skills that applies a high degree of knowledge; These skills will be required to develop measures, retrieve data from systems, analyze that data, create reports, draw conclusions, and develop action plans useful for measuring and improving the performance of the systems, people, and processes; or ability to become proficient in these in a short period of time.
- Ability to collect data from multiple sources (sometimes ambiguous), establish facts, be decisive and make complicated sound decisions in sometimes noisy, fast moving environment.
- Competencies include leadership skills, presentation/communication skills, multi-tasking/coordinating, and influencing/negotiating.
- Ability to interpret, read, and understand NU’s mapping data.
- Ability and willingness to adapt to changing technology.
- Ability to be supportive, persuasive, motivating, tactful, and courteous to both internal NU personnel and external customers and vendors.

Other requirements:
- Familiar with pertinent electric, water, and wastewater codes and safety regulations.
- May be required to attend up to but not limited to 20 hours annually of certification training.
- Ability to travel to off-site training/meetings including out of town and overnight stays.
- Seek to stay abreast new technology to ensure best practices for operations.
- Must take ownership of the efficient operation of 24/7 central communications and insure all support staff/users are well trained on the communications systems operation.
- Dependability/Attendance - Subject to working overtime or different shifts on short notice.
- Must reside within 30 minute drive of NU.
- Other duties as assigned by Supervisor.

REVIEW OF PHYSICAL DEMANDS
- Occasionally lift weights up to 20 pounds between floor and waist height (boxes of computer printout paper).
- Frequently stand and walk to access areas of the facility while performing job duties.
- Constantly perform job from a seated position.
- Occasionally stoop, kneel, or crouch in order to retrieve files from lower file cabinet drawers and shelves.
- Extend arms forward for sustained periods of time in order to operate office machines (e.g. computer and calculators), and to write.
- Perform repetitive fingering activities to input data into computer and use calculator.
- Possess adequate verbal and auditory skills in order to respond to customer complaints, and to communicate with office staff.
- Possess sufficient vision to read printed material on various forms applications, computer monitor, and interoffice communications.