



Systems Operator

Electric

JOB SUMMARY

The duties of this responsible job requires the monitoring of city utility systems, the identifying of problems and potential problems, and the dispatching of appropriate personnel. An incumbent in this position may be designated a "Sr. Systems Operator" at such time as they have gained the requisite experience.

MAJOR DUTIES

- Operates the Supervisory Control and Data Acquisition (SCADA) system.
- Monitors substation voltage, amps and breakers.
- Monitors lift station and filter plant operations.
- Monitors weather conditions and alerts personnel of emergency conditions.
- Dispatches appropriate personnel to respond to identified problems.
- Answers telephone and provides assistance to customers; routes calls to appropriate personnel.
- Assists in troubleshooting and maintaining the reliability of the SCADA system.
- Prepares detailed work orders for Electric, Public Works and Water & Wastewater departments.
- Maintains accurate and detailed logs of emergency calls, changes to the electric system, crew locations, etc.
- Relays appropriate switching orders to field personnel.
- Operates computer equipment; makes backup tapes and discs; maintains printers.
- Assists in the development of procedures, spreadsheets and specialized reports.
- Assists in the training of new personnel.
- Enters payroll information for department employees.
- Prepares check requests.
- Compiles and enters monthly outage reports.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of SCADA system operating principles.
- Knowledge of ITS policies and procedures.
- Knowledge of the geography and road system of the service area.
- Knowledge of department policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in the operation of computers and job-related software programs.
- Skill in the provision of customer services.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Operations Superintendent assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include city personnel policies, ITS Red Book procedures, SCADA operations manuals, and department policies and procedures. These guidelines are generally clear and specific but may require some

interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related systems operations duties. The variety of tasks to be managed combined with frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to monitor systems operations and to dispatch personnel as appropriate. Success in this position contributes to the efficiency and effectiveness of department operations.

CONTACTS

- Contacts are typically with co-workers, other city employees, electricians, 911 dispatchers, representative of other utility providers, contractors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, bending, crouching or stooping. The employee occasionally lifts light and heavy objects, uses tools or equipment requiring a high degree of dexterity, and distinguishes between shades of color.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- High School diploma or GED.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with having had a similar position for one to two years.

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