



# Technical Services Superintendent

Electric

## JOB SUMMARY

Coordinates and manages the department's technical services operations.

## MAJOR DUTIES

- Coordinates the department's technical services operations, including advanced metering infrastructure (AMI) deployment, Department of Transportation (DOT) projects, work order management, traffic signal maintenance, and substation maintenance activities.
- Directs metering operations, including the installation, repair and maintenance of electric meters for residential and commercial customers.
- Directs the response to a variety of electrical, communications, traffic signal or field apparatus outages.
- Coordinates and prepares work orders for line crews utilizing AutoCAD software.
- Responds to customer billing complaints; meets with customers to resolve problems; tests meters for accuracy and coordinates repairs as needed.
- Coordinates substation operations; prepares substation switching orders.
- Coordinates the acquisition and management of equipment stock.
- Coordinates the maintenance of the department's vehicle fleet.
- Assists in the development of Technical Services budgets; manages budgeted funds.
- Responds to after-hours emergencies.
- Performs annual inspections of industrial customers' electrical components.
- Coordinates the maintenance of the Supervisory Control and Data Acquisition (SCADA) system; troubleshoots and resolves problems.
- Directs the inspection of traffic signals.
- Coordinates and reviews the work of contractors.
- Assists the IT department with fiber planning and repair.
- Performs related duties.

## KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of city personnel policies.
- Knowledge of department policies and procedures.
- Knowledge of utility metering principles, practices, tools, and equipment.
- Knowledge of electric system substation operations.
- Knowledge of city purchasing policies and procedures.
- Knowledge of inventory management principles.
- Knowledge of budget management principles.
- Knowledge of traffic signal maintenance procedures.
- Knowledge of fiber optics.
- Skill in organizing and directing the activities of technical personnel.
- Skill in performing electric system maintenance and repair activities.
- Skill in the operation of computers and job-related software programs.
- Skill in management and supervision.
- Skill in oral and written communication.

## SUPERVISORY CONTROLS

The Director assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

## **GUIDELINES**

Guidelines include city personnel policies, department policies and procedures, Georgia Department of Transportation guidelines, the Manual on Uniform Traffic Control Devices, the National Electric Safety Code, the American Public Power Association safety manual, and Electric Cities of Georgia assemblies and specifications manual. These guidelines require judgment, selection and interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of varied supervisory and management duties. The variety of tasks to be managed contributes to the complexity of the position.
- The purpose of this position is to direct the department's technical services operations. Success in this position contributes to the efficiency and effectiveness of department operations.

## **CONTACTS**

- Contacts are typically with co-workers, other city employees, representatives of state and federal agencies, vendors, contractors, representatives of other public utilities, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; to motivate or influence persons; or to justify, defend or negotiate matters.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee frequently lifts light and occasionally heavy objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity, distinguishes between shades of color, and utilizes the sense of smell.
- The work is typically performed in an office and outdoors, occasionally in cold or inclement weather. The employee may be exposed to noise, dust, dirt, grease, and machinery with moving parts. Work requires the use of protective devices such as masks, goggles, gloves, etc.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position has direct supervision over Lead Engineering Technician (2), CAD Operator Technician (1), Utility Locator (2), Service Worker Supervisor (1), and Electric Service Worker (4).

## **MINIMUM QUALIFICATIONS**

- High School diploma or GED. Bachelor's degree in a related field highly desired.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with three to five years of experience.