

ELECTRIC TECHNOLOGY SYSTEMS SUPERVISOR

DEFINITION

To plan, organize, direct and supervise electric systems operations, including analysis, design, implementation, and maintenance of electric utility computer based systems within the Electric Department; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an Assistant Utility Director.

Exercises direct supervision over assigned professional and technical personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for electric utility computer systems operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in the installation, configuration, and maintenance of computer systems and applications related to electric utility infrastructure systems.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Establish and implement policies to be in compliance with security standards of the North American Electric Reliability Council (NERC) regarding a variety of electric utility computer systems, including the Supervisory Control and Data Acquisition (SCADA) system, Outage Management Systems (OMS), and Distributed Control System (DCS); review system architecture and logs; develop and implement backup and recovery plans.

Supervise hardware and software systems support for sophisticated training, asset and work order, outage tracking, and related work management applications; support and maintain multiple

computer based systems at generation and distribution facilities including substations, dispatch center, power plants, warehouse and operation buildings.

Collaborate with central Information Technology on the development of goals, policies, and procedures; work collaboratively to establish and maintain service level agreements to ensure highly reliable electric systems in support of electric utility operations.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employee and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and technical methodologies related to the development, design, implementation, analysis and maintenance of computer applications related to operating and control systems in a utility environment.

Requirements of the North American Electric Reliability Council (NERC).

Principles of supervision, training and performance evaluations.

Principles of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Principles and practices of project management.

#### Ability to:

Organize, implement and direct electric utility computer systems operations.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone,

and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent electric utility support practices and City and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Provide technical assistance in resolving difficult electric utility computer systems and applications issues.

Effectively manage complex projects.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

#### Experience and Training

A typical way to obtain the required knowledge and abilities would be:

##### Experience:

Three years of increasingly responsible experience providing support to electric or similar utility operating and control computer systems, including one year of technical and functional supervisory experience.

AND

##### Training:

Equivalent to a Bachelor's degree from an accredited college or university in computer science, information systems, engineering, or a related field.

#### License or Certificate

Possession of, or ability to obtain, a valid California driver's license.

02-09-13      Electric Technology Systems Supervisor  
07-01-05      Electric System Supervisor