

SYSTEM OPERATOR

DEFINITION

Under general direction, ensures the operation of the electrical transmission and distribution systems is reliable, efficient, and effective in a safe manner, and restoring service in a timely manner to all customers; and performs related work as required.

EXAMPLES OF DUTIES

1. Monitors the status of the transmission and distribution systems through the use of the Supervisory Control and Data Acquisition System (SCADA), meters and other equipment.
2. Initiates and coordinates switching orders and electrical clearances on transmission and distribution systems for planned and unplanned work with Alameda Municipal Power personnel, customers and power suppliers.
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 electrical 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. Conducts routine inspection of station equipment.
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 all records in a neat and orderly manner.
12. Performs duties involving basic arithmetic and algebraic calculations.
13. Assists in training new system dispatchers.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to 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 Dispatch 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,; and safe work practices and procedures.

Ability

Ability to effectively operate electrical transmission and distribution systems; understand and follow written and oral

instructions; read and interpret electrical transmission and distribution maps and drawings; communicate effectively 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; 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/or ability to work various shifts, including nights, holidays and weekends on a system operating 24 hours per day, 7 days per week. Freedom from color blindness. Normal hearing.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.