

SYSTEM OPERATOR TRAINEE

DEFINITION

Under supervision serves an approved period in the capacity of trainee to prepare for journey level system operations. 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.

DISTINGUISHING FEATURES

Positions allocated to this class serve an approved period in the capacity to prepare for journey level system operation work; they perform entry level technical work involved in electric system operations. Incumbents receive direct supervision from higher level personnel. Work in the class is closely monitored with detailed instructions given, particularly during earlier stages of employment; as the incumbent becomes more capable, works with a higher degree of independence.

EXAMPLES OF DUTIES

1. Assists to monitor 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. Assists to initiate and coordinate 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 information and assists to troubleshoot, prioritize and dispatch 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. Assists to monitor and operate 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. Assists to maintain continuity of service by analyzing system status and causes of system failures.
6. Assists to maintain 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. Assists to provide detailed reports of system failures, disturbances and unusual conditions.
8. Assists to maintain 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. Interacts courteously and calmly with key customer stakeholders, including contractors, the general public, key account customers, city co-workers.
10. Maintains the work area and all records in a neat and orderly manner.
11. Performs duties involving basic arithmetic calculations.

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.

Experience: Two years of experience with a utility.

Knowledge

Basic knowledge of the fundamentals of electric theory, logging and outage, and safe work practices and procedures.

Ability

Ability to effectively learn to: 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; and establish and maintain effective working relationships with employees and the general public.

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.