

## SYSTEMS OPERATION MANAGER

### NATURE OF WORK

This is managerial work of a technical and specialized nature directing and supervising personnel engaged in the operation, control, and restoration of electric utility transmission and distribution systems, customer contact and dispatch center for all utilities during non-regular utility business hours, and oversight of other utility transmission and distribution systems as required.

### CLASSIFICATION STANDARDS

Positions allocated to this class report to a designated supervisor and work under general supervision. Work in this class is distinguished from higher classes by its lack of overall departmental responsibility and from lower classes by its managerial responsibility and emphasis on operation, control, and restoration aspects of the electric utility transmission and distribution systems in particular and all utility transmission and distribution operations in general.

### EXAMPLES OF WORK\*\*

#### ESSENTIAL JOB FUNCTIONS

Plans, assigns, and supervises work of professional and hourly personnel engaged in the operation and control of the electric utility transmission and distribution systems in accordance with all applicable laws, rules, regulations and systems requirements.

Initiates and directs restoration efforts during, or immediately following system disturbances or emergencies. Ensures minimal disruption of service to customers.

Recommends selection, promotion, discharge, and other appropriate subordinate personnel actions.

Develops and reinforces system operation policies and procedures.

Ensures that system performance data and event histories are recorded in a timely and highly accurate manner.

Reviews and interprets Supervisory Control and Data Acquisition (SCADA) system data.

Prepares, or directs the preparation of, routine, periodic, and custom detailed system performance and disturbance reports.

Reviews and analyzes system performance (short term and long term) and recommends proactive measures to improve system performance.

Develops and refines methods to effectively measure incremental system performance changes resulting from the implementation of targeted system improvements.

Provides advanced technical and administrative assistance to subordinates

Ensures subordinates have necessary training and equipment to perform assigned duties effectively, safely and in accordance with the Federal Department of Transportation "Operator Qualification" Program (natural gas system).

Interacts with other Energy Delivery Divisions, City Departments, public agencies, industry association, and private groups on utility matters.

Responds under emergency conditions.

Attends work on continuous and regular basis.

Supervises employees covered under the "Research and Special Programs Administration" (RSPA) drug testing program.

#### **NON-ESSENTIAL JOB FUNCTIONS**

May act in absence of supervisor.

Participates in administering labor agreements.

May be required to transport, mix, handle or use hazardous materials (other than cans of gasoline, batteries, pumping fuel or access to normal janitorial cleaning materials) or may be responsible for facilities or equipment carrying current, fluids or gas that could endanger the public or other employees.

Performs other related duties as assigned.

#### **MINIMUM REQUIREMENTS**

Two year degree from an accredited college or university with major course work in business administration, math or science; and five years progressively responsible experience in operation, control and restoration of electric utility transmission and distribution systems; and three years supervisory experience in electric utility transmission and distribution work; or an equivalent combination of education and experience which provides the required knowledge, skills and ability.

#### **LICENSES/CERTIFICATES**

Valid Florida Driver's License with good driving record required at time of appointment.

NERC Transmission Operations Certification required.

**NOTES**

Must possess normal color vision.

Must stay current with NERC Transmission Operator Qualification training and maintain Certification.

May be required to attend meetings outside normal work hours.

**SELECTION FACTORS**

Thorough knowledge of electric utility transmission and distribution operations.

Thorough knowledge of methods, practices, and materials used in operation, construction, maintenance, and restoration of electric transmission and distribution systems.

Thorough knowledge of electric theory.

Thorough knowledge of occupational hazards, safety rules, and safety procedures.

Thorough knowledge of local, state, and federal rules concerning operation, maintenance and repair of transmission and distribution infrastructure.

Thorough knowledge of City, Department, and Division policies and procedures.

Thorough knowledge of Energy Management Systems and Outage Management Systems.

Knowledge of gas, water and wastewater utility transmission, distribution, and collection system operations.

Knowledge of gas and hydraulic theory.

Ability to use standard office application software.

Ability to plan, assign, coordinate, lead and supervise the work of others.

Ability to prepare reports and keep records.

Ability to communicate effectively, both orally and in writing.

Ability to work effectively with supervisors, peers, subordinates and the general public

Human Resources Department: Signed original on file in Human Resources / \_\_\_\_\_  
Date

\*\* This section of the job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job.

REVISION DATE: 2/1/07