

System Control Operator



Posted: September 26, 2024 | **Deadline:** Friday, October 11

Job Type: Full-Time | **FLSA Type:** Non-Exempt/Hourly

Schedule: Night shift, 7-on/7-off

Position Summary

A successful System Control Operator (SCO) works well independently and is able to coordinate with others during high-stress situations. This position requires a vigilant personality with keen problem-solving skills. The primary function of a SCO is to field outage calls, manage and analyze outage maps and coordinate with Operations to dispatch appropriate personnel. A SCO must have knowledge of electrical systems and be proficient in the use of computers and user software. Quality member service and system outage restoration are the top priorities of this position; on-the-job training will be provided.

Work Hours/Conditions

- This department operates 24 hours a day, 7 days a week. Will be required to work rotating shifts to include weekends and holidays. May be required to work on short notice during outages and inclement weather.
- Established work schedule is 7 nights on then 7 nights off.
- During training, work hours may differ from your actual work hours and last six (6) weeks or longer.

Education/Education

- High school diploma or equivalent, such as a general education degree (GED), is required.
- Some college education preferred but not required.
- Knowledge of service area and outage management system is preferred.

Certification/Requirements

- Must possess a current driver's license and maintain an insurable driving record.
- Must be able to complete and pass CPR and First Aid training.
- Must have strong mental focus to remain vigilant during long, solo shifts.
- Must have strong verbal and written communication skills with a focus on member services.

Please see full job description below for further details.

Cooperative Overview

Taylor Electric is an equal opportunity employer and drug-free workplace that has been in existence since 1939 serving the Big Country area with a strong business acumen, commitment to the community, and, above all, dedication to serving the membership.

How to Apply

Employees may apply for this job by completing and returning an employment application which can be located on our website at <https://taylorelectric.com/career-opportunities/>.

For more information contact
Allison Griffin, SHRM-CP, PHR
Human Resources Manager
325-793-8539 | HR_Personnel@taylorelectric.coop

JOB DESCRIPTION

Taylor Electric Cooperative, Inc.

Job Title: System Control Operator Level I

FLSA Status: Non-exempt

Job Codes: TEC: 20V1 | NRECA: 55-3651

Department: Engineering

Sub-department: System Control

Date Revised: September 2024

1. Objective

- a. Monitors distribution system to provide reliable service to the membership.
- b. Provides high-quality customer service when interacting with members during outages or general account inquiries.
- c. All above objectives are expected to be performed with the Cooperative's best interest in mind and in line with the Core Values.

2. Essential Job Functions

- a. **Assists** in writing and executing switch orders including the direction of line crews and contractor crews working on the system.
- b. Uses SCADA system to remotely monitor substations and other down line devices owned by Taylor Electric Cooperative with **restricted access**.
- c. Dispatches necessary line crews, notifies outage leader and communicates with transmission companies of affected areas to resolve outage issues.
- d. Uses Outage Management Software (OMS) to assist in problem location and preparation of switching procedures to restore power as quickly as possible while maintaining the safety of field crews.
- e. Records outage times and cause codes for all outages accurately while including appropriate comments when needed to assist engineering and operations.
- f. Inquires and researches the system for outage and mapping anomalies and reports them to the appropriate department for correction.
- g. Provides OMS reports to operations and engineering of worst circuits for analysis.
- h. Creates dig-tess, service orders, and work request.
- i. Actively assists with maintaining cleanliness of system control work area.
- j. Assists in taking bill payments when needed.
- k. Prepares weekly outage reports when needed.

3. Reports to

- a. System Control Operations Manager

4. Supervises

- a. This is not a supervisory position.

5. Position Specifications

- a. **Mathematical Skills** – Must have the ability to work with general mathematical concepts.
- b. **Analytics & Problem-Solving** – Must be able to solve complex problems by analyzing issues and devising a workable plan with fixed or variable resources.
- c. **Language Skills** – Must have the ability to read, write, analyze, and resolve issues in the English language.

- d. Computer Skills – Should have knowledge of Microsoft Suite (Outlook, Word, and Excel) and ability to learn and become proficient with multiple software systems. SCADA (Supervisory Control and Data Acquisition) limited access, OMS (Outage Management System), and CIS (Customer Information System).
- e. Other Skills – Must be able to learn and retain new concepts specific to the electric industry. **Basic** knowledge of electrical theory and systems including transmission, distribution, and substations (including electronic relaying, regulators and breakers).
- f. Personal Characteristics – Must be able to take instruction and be a problem-solver. Personal characteristics to include: self-starter, works well in a team and on solitary tasks, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and gain and maintain respect of inside and outside clients.
- g. Physical Characteristics – Must be able to use hands, fingers, arms for grasping, reaching or holding items and possess general dexterity to operate a personal computer and other office equipment. Must be able to sit for an extended period. Required to lift at least 15 pounds.
- h. Working Conditions – Work mainly takes place in an office environment with a controlled environment. Must possess good color vision.
- i. Working Hours – This department operates 24 hours a day, 7 days a week. Will be required to work rotating shifts and/or various fixed shifts **to include weekends and holidays**. May be required to work on short notice during outages and inclement weather.

6. Education and Experience

- a. High School diploma or equivalent is required.
- b. Experience in the electrical distribution industry is preferred.

7. Licenses and Certificates

- a. Must possess a current Texas driver's license and have and maintain an insurable driving record.
- b. CPR and First Aid Certification (on-job training provided)

8. Remarks

- a. The foregoing position description is not all-inclusive of the duties to which the employee may be assigned. In order to ensure maximum flexibility and efficiency and to encourage cross training, employees will be assigned additional duties as are deemed necessary by Engineering management.
- b. This position is not eligible for telecommuting.