The Middle Tennessee Electric Membership Corporation

JOB DESCRIPTION

JOB TITLE: **SYSTEMS CONTROL OPERATOR**

DEPARTMENT: Corporate Office

EEOC JOB CODE: T-SCO

REPORTS TO: Systems Control Supervisor

JOB REQUIREMENTS:

Education: High School graduate or equivalent; Four-year college degree from an accredited college in a related field preferred.

Experience: Basic electrical knowledge, strong computer skills, and trouble-shooting experience within a technical area. Classification into the second level requires basic experience in a Systems Control environment performing OMS, SCADA, and related system functions. The level requires continuous satisfactory job performance, successful completion of required training, and the ability to manage all areas of electrical system operation and restoration. A minimum of 2 years' experience related to this work is required

JOB SUMMARY:

Objective: To perform the functions necessary to direct, monitor and operate the MTEMC electrical distribution system in a safe, efficient, and reliable manner, and be able to exercise quick decision making in accordance with normal and emergency procedures.

Supervises: None

ENTRY LEVEL

1. Math Assessment
2. Overview of basic utility theory and operation
3. Operation Bulletins and Policies
4. Seven weeks of training
    a. Week 1 – Work with area offices (Construction Crew)
    b. Week 2 – Work with area offices (Service Crew)
    c. Week 3 – NISC Training and Contact Center Training
    d. Weeks 4-5 – Job shadow a Systems Control Operator (hired shift)
    e. Week 6 – Apprentice Lineman Online Training Course
    f. Week 7 – Work with Substation, Maintenance, & Apparatus Department; training with Engineering Technology Group and overall review

LEVEL TWO

To move to a Level Two System Operator, an employee must demonstrate the ability to perform and manage all functions related to the safe reliable operation of the electric system. A total of 2 years' experience in a control room environment is required. The following training and experience must be successfully completed.

1. Complete TVPPA Apprentice Lineman On-Line Training Course
2. Successfully pass MTEMC's Systems Control Procedures Test
3. Successfully complete MTEMC Transformer, Metering, and Substation Schools, if offered, in the first two (2) years
4. Attend MTEMC Advanced E and O School and pass the test with a score of 90%
5. Attend the Georgia Transmission 5-day ITS Operator Class and pass the test with a score of 80% or TVPPA Substation School Equivalent
6. Successfully write an approved switching order per MTEMC switching procedures and the engineering handbook
7. Successfully show the ability to be a leader within the room and be a mentor to other operators

Job Responsibilities:

1. Under direct supervision of the Systems Control Supervisor, utilizes independent action to evaluate the efficient actions necessary to direct, monitor, advise, and operate MTEMC's power system in a safe and reliable manner, safeguard MTEMC's property and other private or public property, and maintain safe conditions for employees and the public.

2. Directs the restoration of service to members within the OMS Model in consultation with District Operations Personnel to assure the highest levels of member satisfaction is met

3. Monitors MTEMC's electric distribution system through a knowledge and proficient use of Supervisory Control and Data Acquisition Systems (SCADA).

4. Analyzes and notifies the appropriate MTEMC personnel as needed of alarms received for SCADA controlled devices (substation breakers, poletop reclosers, substation equipment, and other system controls); reads and interprets system diagrams and various instrument readings and indications; performs activities as needed or prescribed by current operating procedures; and checks for compliance with prescribed operating limits on lines and equipment (load, voltage, temperature, etc.).

5. Writes switching orders as needed to insure reliability of service to MTEMC's customers in consultation with Electrical Engineering

6. Directs switching orders in consultation with MTEMC Electrical Engineers, Operations Supervisors, and field personnel, to remove lines and equipment from service for routine or emergency work

7. Analyzes emergency situations and adopts a quick, effective, and reasonable course of action including the notification and dispatch of appropriate MTEMC personnel and resources.

8. Manages all communications with TVA's Transmission Organization to include loss of service to MTEMC's Substations, scheduling of system outages where maintenance is required, and all other communications associated with the keeping the electrical system operating

9. Coordinates implements, and supports MTEMC's Conservation Voltage Reduction (CVR) Program by monitoring system voltage and adjusting the levels

accordingly in order to maintain the defined levels set forth by IEEE (Institute of Electronic and Electrical Engineers)

10. Analyzes fault current information received from station and line relays through the use of MTEMC's Engineering Analysis Software to assist field personnel in locating system disturbances.

11. Provides, issues, releases, and records "caution" and "hold" orders as required by operating personnel by using the appropriate OMS tools to authenticate the appropriate device is being altered to provide the needed protection

12. Coordinates with the Marketing and Member Services Department the dispersing of outage information to the membership and media outlets

13. Operates MTEMC's Outage Management System to assure the accurate entry of outage calls via manual entry, IVR, SCADA, or other devices to establish and properly locate system outages; monitors the dispatching of crews to outage locations; monitors the identification and confirmation of devices causing outages; verifies the redefining of an outage due to upstream or downstream devices; monitors and inputs all switching or backfeeding that occurs during the outage to insure that the OMS model is accurate and as close to "as-switched" as possible; assures that all unresolved calls are properly identified; monitors the closing of all outages to insure that proper coding is applied, crews are released, outage statistics are valid, and outage data is archived for appropriate reporting indices.

14. Notifies supervisor and GIS/OMS QA/QC Supervisor of all QA/QC and data scrubbing issues that occur within the Outage Management System so that the appropriate data and information can be corrected

15. Assists in testing and troubleshooting of MTEMC's Outage Management System due to routine upgrades and software failure in consultation with the GIS/OMS Integration Coordinator.

16. Supports the AMI/MDM Systems by monitoring the data, equipment, and communication alarms. Evaluates the complexity of the problem and elevates the situation to appropriate department.

17. Possesses a solid working knowledge of MTEMC's CIS, AVL, Security Camera, IVR, Radio, Weather/Lightning programs, telephony, and other applications so that inquiries from members and employees can be handled promptly and efficiently.

18. Attends any off-site training in utility operations, construction and maintenance of electric transmission and distributions systems, construction and maintenance of electric substations (relay and controls) and/or associated electric systems protective devices, control room organization and system design, as requested or required.

19. Successfully passes any other schools/tests that may be required by MTEMC

20. Receives and logs telephone calls from general public, emergency agencies, and other employees and determines course of action. Communicates with all callers in a courteous, respectful and professional manner and tone.

21. Retrieves telephone calls utilizing MTEMC's ACD telephony system (Interactive Client), High Call Volume Answering (HCVA) system, and Interactive Voice Response (IVR) system. Retrieves outage calls from IVR vendor site that are unable to successfully navigate the OMS system; calls member to determine problem; and updates customer information when necessary.

22. Monitors radio transmissions, responds to May Day calls, documents all pertinent information from caller, and notifies appropriate MTEMC officials and emergency authorities of May Day call.

23. Initiates the call-out of service personnel utilizing MTEMC's Crew Call system in the event of emergency within the MTEMC service area. Updates the Crew Call database with changes involving contact information for employees subject to call-out.

24. Provides service personnel with information required, including nature of problem, OMS prediction, address, meter number, transformer size, and account numbers.

25. Issues and records "information tags" as required in SCADA system to identify emergency curtailment information, service status of substation breakers and reclosers, and other bypass/backfeed information.

26. Serves as recipient of TVA/TVPPA Emergency Load Curtailment Program (ELCP) notifications; notifies appropriate MTEMC officials of initiation and cancellation of various steps

27. Records daily on-call hours worked for service personnel; updates On-Call Summary on ElectraNet for review by service personnel.

28. Monitors, records, and summarizes all alarms relating to entry into MTEMC substations by verifying the authenticity of the alarms be reviewing data logs and weather conditions. Notifies appropriate employees or authorities of any unauthorized entry upon substation property.

29. Monitors, records, and responds to all security alarms related to MTEMC Corporate Office, Corporate Warehouse, Corporate Electrical Maintenance Building, and all District Office properties.

30. Monitors security cameras located at MTEMC buildings and substations and notifies appropriate employees or authorities of unauthorized activity.

31. Monitors outage calls and radio transmissions to determine existence of "dig-ins," oil spills or hazardous waste conditions, or Public Contact Accidents on MTEMC system. Immediately notifies the MTEMC Accident Investigation Team and appropriate safety personnel of all Public Contact Accidents; submits necessary "One-Call" tickets; and notifies appropriate parties of oil spills or transformer leakages occurring.

32. Receives district daily collection sheets, emails notifications of payments received on disconnected accounts, and other notifications or requests for meter setbacks; sorts and dispatches all meter setbacks to district on-call personnel; adds appropriate contact notes to customer's account to document dispatch and restoration of service.

33. Keeps Control Center Supervisor informed about work flow, seeks advice and calls attention to unusual matters.

34. Promotes the use of electricity as the most desirable source of energy for MTEMC members.

35. Performs such other duties as may be assigned or directed

OFFICE EQUIPMENT TO BE USED:

Multiple Computers
Printer(s)
Telephony Equipment
Radio Equipment
Audiovisual Equipment
Fax Machine
Copy Machine

PHYSICAL REQUIREMENTS: Stooping, standing, walking, hearing, talking, repetitive motions, sitting for long periods of time; must be able to plan and organize work; perform routine reading and paperwork; work with other people; use computers and other office equipment; perform clerical activities; and maintain safe practices

Important: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required.

MTEMC reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, or working schedules based on their duty to accommodate individuals with disabilities.